COACH MART

Issue 616 £1

November 29 1990

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1988 Neoplan Skyliner, 77 seats, Gardner engine, ZF Automatic, radio/PA/cassette, TV/video monitor, VHS recorder, toilet, fridge, drinks. Stock No.0022.

1983/4 Neoplan Skyliner, 71-75 seats, Mercs V10 engine, 6 speed ZF gearbox, toilet, fridge, radio/PA, drinks machine. Stock Nos. 9017 to 9023.

1982 Neoplan Skyliner (with cherished plates), well preserved and maintained, very recently remouquetted (blue) and resprayed (white), 71 recliners, Mercedes V10, 6-speed ZF gearbox, toilet, fridge, drinks machine etc. This vehicle has been in regular daily use – a very clean example. Stock No.0004.

AEC

1977 PLAXTON EXPRESS, 53 seater, semi-auto gearbox, Bristol dome, white/black exterior, autumn tint moquette. MoT 3.10.91. Stock No.0006.

VOLVO

1980 VOLVO B10M Jonckheere P599, 49 recliners, toilet, coffee machine, continental door, double glazing, fridge, choice of 4. Stock No.0032-0035.

1983 VOLVO B10M Jonckheere P599, various specification, 48/51 seats, toilet, coffee machine etc, choice of 4. Stock No.0036-0039.

1980 VOLVO B58 Air/Leaf Dominant, 12 metre, 53 seats, 48 recliners, 5 fixed, automatic gearbox, power door, tinted windows, curtains, side lockers, MoT Dec 1990. Stock No.0012.

1980 VOLVO B58, 11 metre, 51 seats, Alpha power door, Telma, white livery, red moquette and MoT Nov 90. Stock No.0014.

1979 VOLVO B58, 12 metre, 57 seats (re-moquetted), Alpha power door, side lockers, livery white and MoT Feb 91. Stock No.0015.

MAN

1982 SR 280, 47 recliners, Sutrak air conditioning, 6-speed gearbox, o/s centre power door, o/s centre sunken toilet, driver's bunk, fridge, drinks machine, tinted double glazed windows, Rollo blinds, courier seat, Webasto and timer, seat back nets, headrest covers, wheel discs, driver's locker. Stock No.0008.

SCANIA

1986 Scania Berkhof Eclipse double deck, 76 seats, toilet, double glazed windows, Telma, coffee machine, livery maroon/white, MoT April 1991. Stock No.0021.

BEDFORD

1981 Bedford YNT, 53 seater Plaxton, side lockers, autumn tint moquette, livery white blue/yellow stripes, reconditioned engine, new MoT Sept 1991. Stock No.M9014.

1980 Bedford PJK, 29 seater, Duple Dom, MoT 16.9.91. Stock No.0007.

1979 Bedford YMT, 53 seater Plaxton, red/cream exterior, red moquette. Stock No.M9036.

LEYLAND

1982 Leyland Leopard, 12 metre Dominant, 51 reclining seats, double glazed, Telma, radio/PA, Bristol dome, MoT Feb 1991. Stock No.9033.

1982 Leyland Leopard, 12 metre Plaxton, 49 seats, semi-auto gearbox, toilet, coffee machine, side lockers, new MoT 16.08.91. Stock No.0010.

1981 Leyland Leopard Duple Dominant, 53 seats, red moquette, livery white, new MoT 23.08.91. Stock No.M9012.

1981 Leyland, 11 metre Plaxton, 53 seats (remouquetted), X'Press, side lockers, grey/red moquette, new MoT 29.08.91. Stock No.9013.

1981 Leyland, 12 metre Plaxton, 49 recliners, cream exterior, autumn tint moquette, new MoT 29.09.91. Stock No.9010.

1977 Leyland Leopard, 11 metre Plaxton Viewmaster, 41 recliners, toilet, power door, orange curtains. Stock No.0003.

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VOLVO 1984 (AUGUST) B10M PLAXTON PARAMOUNT 3500 12M, 49 recliners, beige/red moquette, rear sunken toilet with continental door, driver's berth, courier seat, Webasto heating, TELMA retarder, drinks machine, curtains, tinted double glazing, power entrance door, wired for T.V. + video, silver/blue.

VOLVO 1983 (SEPTEMBER) B10M GT JONCKHEERE JUBILEE P599 12M, 48/52 recliners, centre sunken demountable toilet, continental door, driver's berth, courier seat, power entrance door, drinks machine, wired for T.V./video, blue/white/yellow/green.

VOLVO 1981 B58 PLAXTON SUPREME 12M, 49 recliners, brown moquette, toilet at nearside rear, power entrance door, tinted side windows, curtains, white.

VOLVO 1980 B58 PLAXTON SUPREME 12M, 53 E-type seats, autumn tint moquette, power entrance door, cream/brown.

VOLVO 1979 (LATE) B58 PLAXTON SUPREME 12M, air/leaf suspension, automatic gearbox, TELMA retarder, 51 recliners, autumn tint moquette, power entrance door, side lockers, all white.

LEYLAND 1985 TIGER 245 PLAXTON PARAMOUNT 3500 12M, 51 str., autumn tint moquette, (46 reclining + 5 fixed at rear), power operated entrance door, TELMA retarder, courier seat, curtains, continental door, provision for driver's berth, all white.

LEYLAND 1984 TIGER 245 PLAXTON PARAMOUNT 3500 12M, 50 recliners, courier, power entrance door, double glazing, brown stripe moquette, all white.

LEYLAND 1982 (AUGUST) TIGER 245 PLAXTON VIEWMASTER 12M, 49 recliners, red/orange moquette, courier seat, power entrance door, tinted side windows, curtains, o/s/r sunken toilet, continental door, water boiler, fridge, wiring for T.V./video, grey/duo green.

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LEYLAND 1981 (OCTOBER) LEOPARD PLAXTON SUPREME 11M, 53 str, recently retrimmed, grey/red moquette, power operated entrance door, cream/red.

BEDFORD 1986 YNV DUPLE 320 12M, 57 str., power door, grey/yellow moquette, tinted glass, cream/red.

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DAF 1983 (NOVEMBER) DKFL JONCKHEERE JUBILEE P50 12M, 49 recliners, blue moquette, power door, o/s rear sunken toilet with continental door, double glazed tinted windows, Tempo 100, wired T.V./video, Telma retarder, drinks machine, magazine nets, all white.

DAF 1983 (AUGUST) SB2300 DHS JONCKHEERE JUBILEE P599 12M, 49/53 recliners, red stripe moquette, demountable centre toilet, white/maroon/orange/red.

DAF 1983 DKFL VAN HOOL ALIZEE-H 12M, 48 recliners, Autumn tint moquette, rear floor mounted toilet, continental entrance door, white/grey/red.

DAF 1983 DKFL PLAXTON PARAMOUNT 3200 12M, 51 recliners, autumn tint moquette, power door, double glazing, curtains, courier seat, continental door, Webasto, Telma retarder, white/green/black.

DAF 1982 (AUGUST) DKTL PLAXTON SUPREME VI 12M, 53 'E' type seats, paramount front, double glazing, red/white/blue..

DAF 1981 (AUGUST) DKTL DUPLE DOMINANT IV 12M, 52 recliners, red moquette, rear toilet, courier seat, coffee machine, wiring for T.V./video, all white.

BOVA 1983 EUROPA II Integral 12M, 49 str, (44 recliners + 5 fixed), red moquette, power door, courier seat, curtains, toilet, continental door, TELMA, Webasto, driver's fan, all white.

BOVA 1982 EUROPA II Integral 12M, 51 recliners, brown moquette, courier seat, power entrance door, curtains, TELMA retarder, white/blue/red.

BOVA 1982 EUROPA II Integral 12M, 52 recliners, red moquette, courier seat, curtains, power entrance door, cream/orange.

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COMMENT

THIS issue of *Coachmart* was to have carried an interview with Land Travel boss Val Tjole.

The shy man behind the travel enterprise - which uses several operators to provide its shuttle services - had agreed to a lunchtime meeting with *Coachmart's* reporter, who duly arrived at the Bath offices next to the rail station.

Coachmart and, we hoped, its readers would want to hear from the horse's mouth the reasons why Land Travel got such a bad reputation for its payment system this summer. The man behind Land Travel waited until the reporter arrived before refusing both the interview and photographs.

However, he did allow *Coachmart* to see how its operation is run, and talked candidly over lunch about his business, now based in the huge, but tatty former electricity board offices.

Mr Tjole's enterprise is not to be compared to Thomas Cook, nor is it a tiny company. Employed in the offices are around 60 young people, booking hotels, booking coaches, booking customers, and even printing brochures and mailshots themselves.

Val Tjole - a grey-haired man dressed in a pin-stripe suit, grey jumper and unbuttoned shirt - briefly explained the complex system by which his tours are arranged, itineraries produced, and his customers carefully targeted with sales information. The set-up is impressive, even if the carpets are tacked down with parcel tape.

It is Mr Tjole's policy not to talk about his relationship with his clients or his suppliers. But he did explain that Land Travel's problems stemmed partly from the changeover, when it was sold after the briefest affair with leisure group Granada, and because crucial staff left the company.

He admitted there had been problems, but said he was staggered that operators wanted to air them in *Coachmart*. He said he would regard the failure to recover his own debts an admission of bad business practice. He had never deliberately withheld payments to operators but there had been administration difficulties.

Mr Tjole said the argument that his bills are paid before a tour takes place simply did not hold water. Yes, clients did pay before the holiday, but his company had spent £2.5 million the previous year selling holidays to them - with considerable risk should the market collapse.

Though informal, the visit was enlightening. His own message was one which *Coachmart* tried to hammer home this summer: Stick out for your price, and use all available methods to ensure proper credit control within negotiated time limits.

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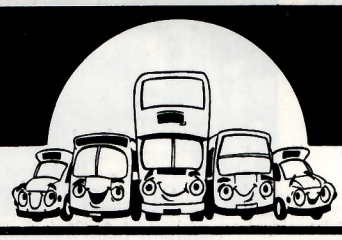

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JUST A FEW EXAMPLES

OCT '86 OPTARE CITYPACER VOLKSWAGEN, LT55 engine, 5 speed, manual gearbox, 25 d/p seals, MoT 27.7.91.....**£12,500**

1985 LEYLAND TIGER 245 DUPLE CARIBBEAN II, 48 recliners plus courier, toilet, double glazed windows, curtains, seat back tables, power door, drinks fridge, twin fuel tanks, Eberspacher and driver bunk, MoT 21.3.91. Stock No. M011 .....**£31,500**

1985 SCANIA K112 JONCKHEERE P50, 49 recliners, o/s sunken toilet, o/s centre continental door, driver's bunk, tinted windows, rollo blinds, MoT 19. ..... ~~£46,500~~ **£35,000**

1984 SCANIA K112 JONCKHEERE P50, 49/51/53 recliners, o/s sunken toilet, o/s centre continental door, driver's bunk, tinted windows, rollo blinds, MoT 1991. Stock Nos. M104, M105 & M106 ..... ~~£41,500~~ **£33,000**

1977 FORD R11[illegible] AXTON, 53 seats (Ford r[illegible] engine) power door, M[illegible] Stock No. M010 SOLD **£3,500**

1975 BRISTOL VRT, (Gardner 180 engine), 74 seats ECW (low bridge) MoT's Feb & May 1991. Choice of two. Stock Nos. M012, M013 ..... ~~£3,450~~ **£2,950**

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■COMPANY CLOSURE

Customers lose trips as Castle Holidays closes

BIRMINGHAM-based tour firm Castle Holidays has shut up shop leaving more coach travellers without their holidays, and with cash being refunded by ABTA.

Castle Holidays sent a letter to people booked for holidays saying poor trading in recent months, and the insistence by ABTA of more security for its bond, had forced the business to close. It assured clients that ABTA would return money paid.

When the letter reached one customer, he said it had wrecked his Christmas: 'I am gutted,' he said. 'I'd never tried a coach holiday before. Then this happens.'

Another customer said the holiday deposit had been banked on October 15 for a holiday planned in December. The balance of his holiday payment had been banked by Castle shortly before it announced its closure.

The firm was connected earlier this year to the mother of former Sunseeker director Colin Johnson. Mrs Ada Nora Johnson, aged 77, was a director of Castle Holidays after it was formed from off-the-shelf company Bridgestyle. She resigned in April, after just four months.

Mrs Johnson was also a director of Empire Associates, which held £9,998 of the £10,000 shares in Castle Holidays. The auditors for Empire Associates, Harben Barker, of Solihull, resigned from the company in October. A letter from them says: 'We feel that we were misled as to the independence of this company from Continental Associates Ltd, and we have misgivings in whom the control of this company is invested.'

Castle Holidays' financial advisor Ian Spencer Remington resigned in May, and Terese Mallinder - a former Cosmos employee - resigned on October 17. Terese Mallinder was 'staying with a friend' when *Coachmart* tried to contact her.

■COACH

Van Hool debuts double deck coach

VAN Hool launched an articulated version of its double deck integral coach at this month's International Brussels Travel Fair.

The company expects more interest in this type of vehicle from European operators following the decision to open French roads to articulated vehicles from July 1991.

The articulated coach, designated TG822, was shown at Brussels in the livery of its new owner, Maxi Coach Tours, of Louvain in Belgium. The TG822 is 18 metres long, has 66 seats plus sleeping berths, bar, toilet, video and radio.

■TOILETS

Coachmart goes to the rescue

COACHMART helped out when Granada TV needed information about the illegal dumping of toilet waste.

Researchers for The Green Life Guide - Granada's environment magazine programme - needed a list of 'foul sewer' toilet drop facilities, and *Coachmart's* editorial department came to the rescue with the only list currently published (*Coachmart* 604, September 6).

Information supplied by *Coachmart* will be contained in a fact file obtainable from Granada TV after transmission of the programme, said researchers.

'It's very important that coach operators recognise the dangers of dumping toilet waste down drainage systems or on the soil,' said a spokesman. 'The chemicals used are poisonous to plants and animals.'

Coachmart's latest toilet drop listing is due to appear in the New Year. Operators who want their company's 'foul sewer' facility to be included on it should send a letter or Fax of the details to 'Toilet Drop Listing', *Coachmart*, including opening times and whether chemicals and tissue are available for purchase.

● Coach toilets come under the spotlight in The Green Life Guide at 7.30pm on Thursday, November 29, in the Granada region, on TVS later this year, and in the New Year on the network.

■BUS SERVICES

London United cash-in with Dennis Darts service

LONDON United managing director David Humphrey claims Dennis Darts have increased revenue by more than 60 percent.

The company has converted several routes in its part of London from double deck to Dart and remarketed them as its Harrier Service. 'We've been able to increase frequency on a number of routes - offering our passengers a faster and much more convenient service,' says Mr Humphrey.

'Passengers like plenty of legroom too. We opted for 29 seats rather than 33 to ensure that everyone can be as comfortable as possible.' He also claims the more manoeuvrable Darts reduce journey times.

Below: Dennis Dart: helping give passengers a faster service.

BRIEFS

● CENTRO, the West Midlands PTE, is to spend £2.62 million on a new bus station at Pool Meadow in Coventry.

The new station, which is expected to deal with 160 buses and coaches an hour at peak times, will be completed in early 1992. Centro says it will provide good quality facilities for passengers waiting for buses and coaches and for people with mobility handicaps.

The new station is part of a redevelopment of the Pool Meadow site.

● HYNDBURN Transport has appointed the Transport Advisiory Service (TAS) to develop and monitor a new quality audit for its local bus operation. The move is part of a general drive by Hyndburn to monitor and raise quality standards.

It will involve setting up anonymous sampling of operations, production of computer software for analysis and regular reporting of key features and problem areas.

● SELKENT has secured London Transport route 188. The London Buses subsidiary takes over from Boro'line, Maidstone, on the service linking Euston and Waterloo with Greenwich.

● NINE routes in central and south west London have been awarded to London Buses subsidiary London General. The three-year contracts are expected to start in Spring 1991 using double-deckers.

The routes concerned are 37 (Peckham-Putney), 37A (Clapham Junction-Richmond), 44 (Tooting-Vauxhall), 49 (Clapham-Shepherds Bush), 77 (Tooting-Waterloo), 77A (Wandsworth-Aldwych), 77C (Clapham Junction-Putney Heath), 219 (Tooting-Sloane Square) and 220A (Putney Bridge-Mitcham).

● THERE are improvements and a new operator for London Transport bus route 272. Boro'line, Maidstone, is using double-deckers on the service between Thamesmead and Woolwich. Frequencies increase to every five minutes at peak periods over the Thamesmead-Abbey Wood section and the Sunday service is doubled.

■INDUSTRIAL ACTION

Strike-hit Crosvillle to take legal action against union

CROSVILLE Wales boss John Rimmington has accused the T & G of misleading its members and is taking legal action against the union.

After four weeks of a strike which Mr Rimmington says was unofficial, Crosville Wales' managing director claims he is on target for getting 28 buses back on the road from a fleet of 56 previously operated, and is going ahead with closure of the Mold Road and Caernarfon sites.

The company dismissed almost all of its 120 Wrexham drivers when an annual package proposed by Crosville Wales failed to get T & G approval. After the strike had started, workers were sent notice that unless they were back at work by November 3, they would be in breach of contract and would be dismissed. Only one crossed the picket line.

'Crosville Wales needed to trim its cloth,' said Mr Rimmington. 'We needed recognition of the fact that the only way to move forward was to capitalise on productivity deals. The strike and its consequence has been a genuine human tragedy.'

The package offered in May would have given minibus drivers an extra 15 percent in their pay packets, he said. But following the refusal of the T & G to accept the deal and the subsequent sackings, he was now able to offer significantly better pay.

'We are now offering £4.30 an hour for a guaranteed number of hours,' said Mr Rimmington. 'New drivers have been attracted by the new package and up-front hourly rate.'

Eighteen buses were back on the road when *Coachmart* contacted Crosville, but more were to follow. National Express services using two Expressliners and two Tigers were about to be operated by the company again, after being farmed out during the dispute.

'We must be trading profitably by 1991,' said Mr Rimmington. 'We had a fare increase in October, and we must now look at more ingenious ways to get money in our hands.'

The Mold Road site - designed to cope with 100 vehicles - is expected to fetch around £1.25 million. Caernarfon drivers are being relocated at another Crosville Wales depot, and bus mileage in the area is expected to be maintained.

Coachmart's calls to the union's local office were unreturned.

■BUS SALES

Cougar goes into service

THE unique ACE Cougar 5 is in service with People's Provincial from its depot in Hoeford, Hampshire. This 10.5 metre Wadham Stringer Portdown bodied 43 seat bus was first shown at Expo Coach 90.

After display at Donington Park, the Cougar returned to ACE in Huddersfield for MIRA testing and certificate of initial fitness preparation.

Piers Marlow, People's Provincial managing director, reported that one or two teething troubles delayed the prototype Cougar's entry into service. He confessed: 'This is usually the case with this type of vehicle.'

Willowbrook is building a Warrior body on the second five metre wheelbase chassis - the completed vehicle is expected in mid-December. Chief designer Keith Ward confirmed the importance of operational experience. He told *Coachmart:* 'We are testing the water at the moment, but a lot of people have shown interest.'

Mr Ward claims the Cougar's two step and flat floor configuration makes it unique. 'Passengers can reach every seat from the entrance without further steps,' he said. Further distinctive features include full air suspension, 2.35 metre width and 22.5 inch wheels with 16 x 8 inch drums.

ACE Cougar: teething troubles caused delay in joining People's Provincial.

The Cougar chassis is of alloy steel channel with five box section crossmembers forming a welded ladder type chassis. It is powered by turbo-charged and intercooled Perkins six cylinder direct injection 180 bhp engine. This is mounted in-line and drives through an automatic Allison MT 643 four speed gearbox.

■TRAFFIC CONGESTION

Council backs Cambridge plan

ROAD pricing in Britain came a step nearer last week when plans for a controversial system in Cambridge were approved in principle by the county council.

The council will develop and test the system before asking Parliament to approve the legislation necessary to put it into operation.

Cambridge's proposed system (*Coachmart*, November 1) is effectively congestion pricing. Drivers within a 12 mile radius of the city would have their vehicles fitted with equipment activated by kerbside units. Once the vehicle drops below 7 mph - i.e. is stuck in a jam - a charge is deducted from a 'smart card' device in the vehicle.

If the smart card runs out of units and is not replenished, the vehicle is immobilised once the engine is switched off.

Cars and coaches from outside the 12 mile radius wanting to come into the city would pay a daily toll of between £1.50 and £2.

■COACH

Government survey reveals increase in coach mileage

COACH mileage on contract work, tours and express services increased by three percent in 1989/90, according to a just published Government transport statistics report.

Coach mileage has increased every year since 1980. And the coach market is still very widespread. In 1989/90 the largest 25 operators accounted for just 13 percent of the mileage run and the 100 largest for barely one quarter. This contrasts sharply with the provision of local bus mileage, where the largest 25 operators ran half the mileage in 1989/90.

Local bus mileage outside London increased by two percent last year. But the number of passenger journeys, arguably the most accurate way of measuring the market, fell by around three percent outside London in the year 1988/89.

Widespread business: the 25 largest coach operators account for only 13 percent of mileage.

Passenger journeys have fallen by 14 percent in the four years since deregulation. In the same period, bus mileage has increased by 19 percent - thanks largely to the increase in minibuses.

In the regulated London market, the drop in bus mileage was matched exactly by the drop in passenger journeys. Both fell by two percent. But passenger journeys in London are still some five percent above the levels recorded in the mid-1980s.

In the provinces, ex-NBC and independents seem to be winning the battle for a dwindling amount of passengers. These two groups accounted for some 34 percent of local passenger journeys last year, compared with 29 percent in 1985/86. The gain was at the expense of the Metropolitan PTCs, whose 32 percent share fell to 27 percent in 1989/90.

According to the DTp's report, real operating costs per local bus mile have fallen by nearly one third and public subsidies have more than halved since deregulation.

Although there are more buses and more coaches in Britain than at any time since 1979, they are also older. Fifteen percent of conventional size vehicles were less than four-years-old at the end of 1989, compared with 21 percent four years earlier. And the proportion of vehicles aged over 12 years or more rose from 19 to 30 percent in the same period.

Although the number of platform actually increased slightly last year, this more than offset by falls of four percent in maintenance and other staff. These cuts were concentrated among SBG subsidiaries and municipally owned bus companies.

Bus and Coach Statistics: Great Britain 1989/90 is available from HMSO. Tel: 071 873 9090. Price: £11.

■LONDON PARKING

London planning boss backs coach operators

WESTMINSTER planning chairman David Weeks has backed coach operators' demands to see a report of London PSV traffic, but has accused the industry of dodging parking fees.

Mr Weeks said tougher Government measures were needed to deal with coach congestion, but that the answer lay in better co-operation between Government, councils, police and operators.

Commuter coaches, he said, caused some problems by cruising the streets between morning and afternoon runs: 'Rogue drivers who can't find a legitimate parking bay either pull up with their engine running or drive around residential streets killing time.'

Despite the growing number of coaches in London, revenue from coach parking bays in Westminster had actually dropped, he said.

Among measures Mr Weeks would like to see are reduced numbers of coaches using Victoria Coach Station and more satellite coach bases to take the surplus, and urgent publication of the coach tourism report prepared for the Department of Transport a year ago.

● Westminster's Coach Check cards are still being distributed to residents, asking them to report illegal and inconsiderate parking.

■REORGANISATION

Management in shake-up

A STAGECOACH management restructure suggests part of PCB will be retained by Southdown in the Havant area.

Originally divided into Southdown, Portsmouth West and Portsmouth East, the operation will now be divided loosely into west and east divisions. The east area will include Eastbourne and Hastings, although Hastings will be run separately until the MMC decides its fate.

In the west, Havant in the Portsmouth area will be retained, alongside Chichester and Worthing, under ex-Eastbourne manager Paul Southgate. Mr Southgate will be initially based at Worthing to oversee the introduction of a new network there, but will later oversee the division at Chichester. Alan Bishop, who was the Worthing manager, is now assisting Southdown managing director Brian Cox in new projects.

Adam Yates has taken over the management of Eastbourne while retaining control of Hastings.

■BRIEFS

● TICKETS with a Christmas message are being printed by Stoke-on-Trent firm Keith Edmondson.

Suitable for Wayfarer II and III and Saver machines, the tickets have the festive message on the reverse. Costs start at 30p per roll.

Telephone 0781 392305 for details.

● SEALINK Stena Line will soon announce new 1991 timetables and fares for the daily sailing from Southampton to Cherbourg.

The ferry company will be using the 17,000 tonne St Nicholas next summer after a £1.5 million refit and port facility upgrading. Developments aboard the 2,000-passenger ferry will include 900 berths with shower and improved leisure areas. The new service will run twice daily at peak times.

● A NEW single-deck bus body built in aluminium will be launched by Northern Counties at next year's Bus and Coach 91 exhibition at Birmingham. The Countybus is promised to be stylish and maintenance free, using chasis from Dennis, the Volvo B10M, Scania N113 and the Lynx, but no further details are available.

● NORTHERN Counties is building bodies for 20 Leyland Olympians. Maidstone Boro'line is to take six from the Wigan firm, the other 14 going to Borehamwood Travel Services. The bodies are to LRT specification, to be delivered before contract start dates of January 1991.

● CLEAN-living Staffordshire holidaymakers are getting smoke-free tours from Happy Days, and other firms in the area say smoking on coaches will be banned by 1994.

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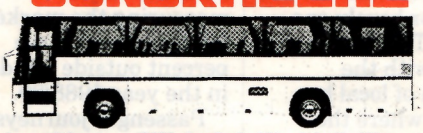

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■NEW VEHICLE

Neoplan launches low-cost Transliner coach

NEOPLAN is introducing the new low-cost £125,000 Transliner coach to the UK early next year.

The single-deck integral features the same mechanical units as the Jetliner. Built at Neoplan's new Berlin factory, the coach will be sold by sole UK dealer Carlton PSV as the 'Berliner'.

Roger Dixon, Carlton managing director, stressed: 'This is a fully fledged all singing, all dancing competitive edged Neoplan.'

The Berliner styling differs from existing Neoplan coaches by having flat side glass. Although saving up to £30,000 on comparative vehicles in the existing range the new coach will feature standard Neoplan cab and interior designs. Two demonstrators being built feature either centre or rear mounted toilet/servery and continental door in 49/53 seat configurations. Power comes from Mercedes Benz OM244 290 bhp engine driving through ZF S6-90 gearbox.

Mr Dixon said the N316 3.23 metre Transliner K with high saloon floor was the latest generation Neoplan. Responding to numerous enquiries from prospective customers Mr Dixon said: 'We feel there is a market for this type of vehicle.'

Neoplan's Berlin manufacturing capacity offers lower production costs. It was opened to satisfy new markets following German re-unification. Transliner U (low floor 3.33 metre) and 3.55 highliner models will not be available in right-hand drive.

■LICENSING

Stothard continues licence bid

NORTH Eastern traffic commissioner Frederick Whalley is offering Stothard & Son two opportunities of staying in business. The North Yorkshire operator may follow through an appeal or apply for a new licence.

Partners Mrs Sandy Paine and husband Bob lost their Operator's Licence following a false statement regarding named transport manager Mike Eccles.

S andy Paine has the National Certificate of Competence qualification. She told *Coachmart* she would be traffic manager on a new application for a two vehicle licence. Husband Bob failed part A of the CPC, but passed the national and international sections. Mr and Mrs Paine appealed on the grounds that the false claims have been put right.

Although the decision to revoke has not been overturned, Stothard's has cancelled plans to sell its coaches.

■OFT INVESTIGATION

Delaine's Coaches: complained about fares.

Viscount cleared of fare allegations

ALLEGATIONS of anti-competitive practices against Viscount Bus & Coach, Peterborough, have been rejected by the Office of Fair Trading. Independent Delaine's Coaches, of Bourne, complained about selective fare cuts on the Lincoln Road corridor.

Delaine's director Ian Delaine-Smith told *Coachmart*: 'Viscount reduced fares on one group of services yet fares increased elsewhere.' He asserts that a complaint to the OFT was justified because the cuts were directed specifically at services operated by Delaine's to the north of Peterborough.

Viscount responded to earlier fare cuts of up to 30 percent by Delaine's on its Bourne to Peterborough service. An extra 1,600 passengers are now carried. Mr Delaine-Smith pointed to inconsistencies in Viscount's pricing policy. Where Viscount's Werrington route meets Delaine's service the fare drops from 85p to 50p.

Delaine's believe that to single out one route for competitive fare cuts justified reference to the OFT. Although referrals are examined as a matter of course, it was found that Viscount had no case to answer.

Responding to the OFT's refusal to pursue the matter further, Viscount managing director John Tate said: 'I'm not at all surprised at the decision that the OFT has reached.'

In its letter of complaint Delaine's also voiced dissatisfaction with the allocation of bays in Peterborough's Queensgate bus station for its 33 daily departures.

■COACH

Bicknell's clarification

IN the November 1 issue of *Coachmart* we carried a photograph of a Bicknell's Hire Services coach in an article by our columnist *Marksman* on legislation regarding 'bonding'.

The caption beneath the photograph referred to the fact that operators could face problems if a paid handling agent went into liquidation before delivering the goods.

The article was a general comment by *Marksman* on the effect of new EEC legislation on bonding and did not mention Bicknell's by name.

The photograph was only used to illustrate it. In no way did the caption specifically refer to Bicknell's or mean to imply that the company was facing financial problems.

We apologise for any confusion the article may have caused.

■ BRIEFS

● THERE'S another chance for operators to win £250 in this week's *Coachmart*. The questionnaire enclosed with each copy will help us to produce even better, more useful magazines... but if you need another reason to send yours to us, a draw on December 7 will decide who gets a £250 cash prize. Entry is limited to one questionnaire per subscriber.

● TRANSPORT Secretary Cecil Parkinson chaired a special meeting of transport industry leaders last week to discuss ways to reduce greenhouse gas emissions from vehicles. Representatives from the bus manufacturing sector were present.

Mr Parkinson said he asked what the transport industries could do to improve fuel efficiency; what the scope for alternative fuels was and how best to help public transport become more attractive to those who now use cars.

■EMPLOYMENT

Survival plan agreed

BEELINE drivers have accepted a 'survival plan' by a huge majority, preventing the closure of its depots in Manchester and Rochdale.

The Drawlane subsidiary is to close its Stockport depot next February with the loss of more than 200 jobs - representing nearly half of its 500-strong workforce. Cuts in the fleet strength, mainly 18-seater Sherpa minibuses, will bring it down from 320 to 260 buses.

'We are now reviewing our fleet purchase policy - and I see a future expansion in conventional bus operation,' said managing director Richard Bowler.

Beeline: Stockport depot to go.

The company blames low fares charged by main competitor GM Buses for its predicament. 'I find it hard to justify GM Buses holding its fares back and losing money,' said Mr Bowler. 'GM Buses is set to lose £12 million yet has only recently put its fares up 11.5 percent.

Sitting Tory MP for Stockport Tony Favell has written to the Director General of Fair Trading Sir Gordon Borrie to establish whether or not operational practices in the Greater Manchester area amount to unfair competition.

But Labour's prospective Parliamentary candidate for Stockport, Councillor Ann Coffey, blames deregulation for deteriorating bus services in the town: 'Since deregulation we have seen lots of private operators squabbling over the profitable routes while the less lucrative areas have had no services at all,' she said.

■BUS SERVICES

Poor operators may lose contracts

OPERATORS running tendered services in Greater Manchester may be subjected to penalty points for breaches of service standards.

The plan, which has been devised by the Passenger Transport Executive, proposes that operators gaining more than 100 penalty points should lose their subsidised contracts, which would then be put up for re-tender.

If a scheduled service does not run, the operator loses 30 points, with 25 points lost if the driver runs along the wrong route.

■INDUSTRIAL ACTION

Lightning strikes hit Manchester buses

GREATER Manchester is being hit with lightning strikes following the rejection of a seven percent pay offer by its bus drivers.

Last Saturday all 13 depots at GM Buses were brought to a standstill. The union has said it will call its members out with unannounced strikes every week.

But GM Buses management is adamant there is no more money on the table. 'We feel we have not got across to staff how serious our financial situation really is,' said deputy managing director Rodney Dickinson.

'For the 1990/91 financial year, which started this month, we would have had a projected deficit of £12.5 million. We have found £6 million through stringent budgetry controls and a further £5.5 million with an 11.5 percent fare increase.'

■INDUSTRIAL ACTION

Talks held on Liverpool dispute

MERSEYBUS unions are back round the table with management following a mass meeting which brought Liverpool-based buses to a standstill last week.

Workers at Merseyside Transport's Merseybus voted to send union leaders back to negotiation over a new deal which asks for greater flexibility in return for a £1,100 lump sum.

Merseybus depots at St Helens, Wirral and Southport have all accepted the package which maintains the same number of hours, but with variable shifts. The deal was given to workers with a proviso that if it is accepted by December 21, the lump sum payment will be made.

'There were no Liverpool Merseybus services between 10 am and 1 pm on Friday (November 23),' admitted a spokesman for the PTE company. 'But we are delighted the unions are talking.'

■DIESELWATCH

Pump prices have fallen below £2 a gallon

PUMP prices for the coach operator have dropped from 204.1p/gallon down to 199.6p/gallon - although this may well be short lived.

More aggressive statements from US President Bush have increased expectations of an invasion of Iraq. Consequently, both the price of crude and of refined bulk diesel on the international market have risen.

Brent crude has risen from $29.45/barrel to $33.55/barrel - and the international price of refined diesel has increased to $301/tonne, from last week's figure of $288.5/tonne, both for January delivery.

Operators may well consider making fuel bunkerage arrangements before price inevitably sky rockets after Christmas.

● Refined prices quoted are for carriage, insurance and freight. All figures correct on November 26, 1990.

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86 (C) BEDFORD YNV	**PARAMOUNT 3200**	52 seats, toilet, servery	£48,500
86 (C) DAF	**BOVA FUTURA FLD**	53 recliners, d.glazed	£62,500
86 (C) M.A.N. 8.136	**REEVE BURGESS**	32 seats, power door	£29.950
85 (C) DAF MB200	**CAETANO ALGARVE**	53 seats (retrimmed)	£55,000
85 (B) FIAT 60.10	**CAETANO BEJA**	18 seats, power door	£14,500
84 (A) DAF	**BOVA CALYPSO**	53 recliners, power door	£42,500
84 (A) DAF MB 200	**DUPLE LASER I**	57 seats, power door	£42,500
83 (PP) LEYLAND TIGER 245	**PARMAMOUNT 3500**	49 recliners, Exec.	£46,950
83 (Y) AEC 760 11m S/A	**SUPREME V**	45 reclners	£27,500
82 (PP) DAF	**BOVA EUROPA II**	52 recliners, power door	£37,500
82 (X) LEYLAND TIGER 218	**PLAXTON VIEWMASTER**	49 recliners, Exec.	£36,500
81 (W) AEC 760 11m S/A	**PLAXTON SUPREME IV**	53 seats, power door	£19.950
81 (PP) MAN	**SR280**	48 recliners, toilet	£26,500
81 (PP) LEYLAND LEOPARD	**PLAXTON SUPREME IV**	50 recliners, power door	£25,950
81 (W) LEYLAND LEOPARD	**DUPLE DOMINANT III**	57 seats, power door	£26,950

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Customers hold the key to your success

A competitive environment makes satisfied customers more important than ever before. Mike Morgan eavesdrops on a thought provoking Bradford Coach Operators Association marketing seminar.

ALL coach operators are fully aware that a journey is either made or broken by the driver. Apart from favourable letters or 'phone calls, how do you know that your passengers received the service they wanted?

Ask them. That's the straight advice from Dr Gillian Wright of the University of Bradford Management Centre.

Talking to a packed audience of Bradford Coach Operators Association members, Dr Wright said: 'You think you know your product, but until you talk to your customer you can't be sure.' In a lively talk geared to making operators think about the practical benefits of marketing, she advised: 'Every customer is a potential source of marketing information.'

Meeting customer needs generates new and repeat business. Dr Wright believes marketing helps. It is the difference between selling and providing what the customer wants. Forms for feedback are helpful, but she suggested: 'Use all the means at your disposal to make the best of your industry.'

As a consequence of Dr Wright's talk, the Bradford operators renewed their thoughts about the market they served. Marketing is the term she used, but getting people on coaches is the appeal.

'Marketing isn't just advertising,' she said. Marketing messages are being thrown out by everybody all the time, and by focusing on the customer, operators will realise that marketing is not the advert, driver, coach or tour. Said Dr Wright: 'Find what the customer wants and provide it.'

'Marketing mix' and the 'four Ps of marketing' are stange terms to most operators, but they help an appreciation of consumer spending decisions. Coaching managers need no introduction to the controllable variables (the four Ps - place, product, price and promotion) because they are the ingredients of their daily decision making - put succinctly it's advertising a tour or excursion at the right price.

However, awareness of the uncontrollable factors keeps you ahead of the competition. These variables are: competition, political and legal, economic and technical, organisational goals, and cultural and social. They make marketing difficult.

Operators identifying customers' needs, providing what they want and looking for new opportunities have a marketing orientation. For them profit is critical rather than what is left over after costs.

Dr Wright told the assembled operators: 'You don't have to be a mega-organisation.' She quoted the Coca Cola experience in 1985 when the launch of 'new formula' Coke failed. Said Dr Wright: 'It failed because they neglected the customer.' By way of contrast, North Yorkshire County Council school meals service talked to the kids and boosted school dinner take-up from 17 to 70 percent.

Another example to stimulate her audience was the change of attitude at Jaguar when John Egan took over as chairman. He told his top management: 'Without satisfied customers there can be no future for any organisation.' With this in mind, the central Jaguar issues of rust, reliability and quality were challenged. Consequently there was a marked improvement in customer satisfaction.

Dr Gillian Wright: believes every customer is a source of marketing information.

Coaching sells different types of satisfaction. Given that people associate the product with having a nice time, there is every justification in focusing attention on price and customer need rather than through a narrower perspective constrained by costs and competition.

Dr Wright advises coach operators to value the product and its quality more highly. 'Offer something cheap and people will question the quality,' she said.

By puting things together in a way that satisfies the client, you can take advantage of an essential truth recognised by the MacDonalds fast food chain - each satisfied customer talks to one other, while a dissatisfied customer talks to 10 others.

A revolutionary swing of emphasis for large numbers of coach companies would be to adopt Dr Wright's notion that the competition is not fellow operators, but all other competing claims on leisure time - theatres, restaurants, hobbies, car boot sales, etc. 'You want your slice of consumers spending,' she said. Using figures for 1988, she demonstrated the phenomenal size of British consumer's spending. Overseas visitors spent £7,065 million.

Competition is a good thing - it gives the customer choice. Look at your local High Street. It is not an accident that all major retailers are together. According to Dr Wright: 'Providing choice makes the customer spend more.'

After challenging her audience to re-focus on profit opportunities, the Bradford University lecturer advised her audience to assess their business strengths, weaknesses, opportunities and threats. Then she made the pertinent observation that threats (such as EC bonding) should be turned into opportunities.

A business responding to its market is a lively affair looking for new ideas and exploiting them. Dr Wright presented three challenging questions to be answered:

- Do you do anything?
- Do you put resources in?
- Do you need market intelligence?

The Bradford operators went away convinced they could and should do something, because the right type of business promotion for their customers creats maximum profit.

Members of Bradford Coach Operators Association: told that competition does not just come from fellow operators.

You've been buying... You've been buying... You've been buying... You've been buyi

Javelin joins Dunnet's fleet

NINE miles from John O'Groats lies the town of Keiss, home of Dunnet's Coaches since 1883.

Charles Dunnet started with horses on a weekly service from Wick to Keiss and John O'Groats. Today the business runs 21 buses and coaches - the latest being its 12 metre Dennis Javelin with Plaxton Paramount 3200 body fitted with 53 reclining seats, soft trim, radio/PA/cassette and continental door.

This is the fourth Javelin to run alongside Dunnet's Volvos and Bedfords. Managing director Robert Dunnet (great grandson of the founder) told *Coachmart*: 'The Javelin does very well on fuel and it drives well.'

Although considered ideal for local work, the Javelins are equally at home on long distance work to Holland, France and the Rhine Valley on behalf of travel companies. Passengers on these trips are picked-up from the far north down to Inverness. Mr Dunnet considers the Javelin to have more usable luggage space than similar bodied Volvos.

True to its origins, the company still does a lot of local service work with a service bus requirement of 11 vehicles. The John O'Groats service now runs eight times a day. Contracts with schools and factories are operated - mostly with secondhand coaches. Front line vehicles, like the C reg Bedford/Plaxton exchanged with Yeates Bus & Coach for the Javelin, tend to be traded-in.

Bond buys a Mercedes 814

THE first new coach for 14 years signals the start of expansion plans for Bond Bros, of Willington, Co Durham. This Reeve Burgess Beaver bodied Mercedes 814 was acquired from Yeates Bus & Coach and brings the total number of vehicles operated to 12.

Puchased at the same time was a secondhand 25 seat Optare Citypacer for a local rural service. Managing director Derek Bond told *Coachmart:* 'I've been inundated with work for both new motors. Schools are happy with a 25 seater for two football teams and the Merc is better than our Bristol LHS 35 seater.'

Bond Bros is in the process of building a new depot. When complete it plans to buy two old deckers for revised school contracts.

Its mixed fleet contains AEC, Bedford, Volvo, DAF, Bristol, and now the two smaller vehicles. The last new coach, a Plaxton/AEC 760 has only recently been sold. This grant coach took its turn on the main Willington to Bishop Auckland service - a route associated with the company since Derek Bond's father, Arthur, ran the business with his five brothers.

Derek Bond (left), his son, Lee (13), and Gerry Johnson of Yeates Bus & Coach.

Central gets into show business

CENTRAL Coachbuilders sold both its first two vehicles following display at Expo Coach 90.

Sold to Gordon's Coaches, of Louth, Lincolnshire, is the 15 seater Renault Master Turbo equipped with Vogel seats. Meanwhile heading for Cornwall is the 14 seat Ford Transit with 2.5 litre diesel engine. This coach has been purchased by Allens Travel of St Austell.

Winchesters go on service in London

THE London Borough of Waltham Forest has taken delivery of three Winchester Coaches from Hampshire coachbuilders Wadham Stringer.

Built on Leyland Swift chassis, these well appointed 39 seater coaches feature destination blinds behind the windscreen. They will be used to cover the wide ranging transport requirements in this large London Borough.

Wadham Stringer is now selling direct, following cancellation of arrangements with Arlington. Managing director Geoff Bailey told *Coachmart:* 'We are struggling to reach an agreement with a dealer, but at the moment it is not a problem. It is somethng we can put right when the market improves.'

Although Wadham Stringer does not take part-exchange vehicles, Mr Bailey confirmed an arrangement with Yeates Bus & Coach whereby a potential buyer can do a deal through that company.

Delta passes the test

RICHARDS Bros, of Dyfed, Wales, has recently taken delivery of its first DAF SB 229 LC Optare Delta for hourly local service work between Cardigan and Haverfordwest.

The vehicle features 53 bus seats in grey, destination equipment, ZF 4 speed automatic transmission with integral retarder, full air suspension and automatic chassis lubrication.

Partner Malcolm Richards explained the reasons for buying the Delta to join a fleet of mainly Bedford buses: 'We looked at all the other possibilities including Lynx. However, the Delta performed well on a week's demonstration last year and we run DAF coaches.'

Commenting on the Delta front overhang, Mr Richards said: 'There is a problem on one school where the angle of exit resulted in grounding on a trial run. We've welded skids under the leading edge of the door step to avoid future damage.'

DAF coaches run alongside similar executive specification Volvo coaches in the company's fleet of 55 vehicles from bases in Newport and Cardigan.

Four new midibuses for Red Rider

PMT has expanded its Wirral Red Rider operations with four new Reeve Burgess bodied Mercedes Benz 811D midibuses. They join an operation started four years ago with a small fleet of buses operating on tendered services. The growing network of tendered and commercial routes now requires 30 vehicles. The four Mercedes are used on a new service linking Birkenhead and Moreton.

They have steel-framed Reeve Burgess Beaver bodies with 31 seats and a luggage pen adjacent to the entrance. All have soft trim interior. They are the first Beavers for PMT.

Said PMT managing director Steve Ellis: 'These four buses will ensure passenger comfort and maximum viability on this route and confirms our successes with the Mercedes 811.'

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Duples just keep on running

From Bob Chapman

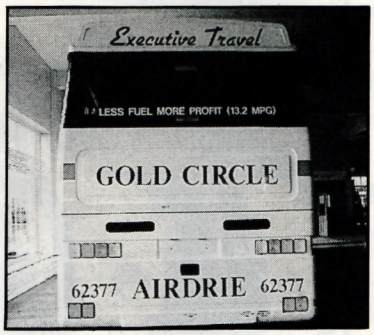
SIR

You asked the question in Maintenance Diary (*Coachmart,* November 15) - is 150,000 miles for Bruce's Volvo a record?
Our company, Gold Circle Coaches, runs three Duple 425s which between them have clocked up over 580,000 miles. And none of them are over 22 months old.

The oldest of them was first registered in January 1989 - and has the least mileage. At the time of writing it has covered 187,658 miles, driven mostly by my daughter.

This vehicle is still the pride of the fleet. It returns between 12.8 and 14.1 miles per gallon. The oil is changed very 10,000 to 15,000 miles. The only repairs/renewals we have had to carry out have been: one set of tyres, one set of brake linings, one front shock absorber and one set of keys (the others were stolen).

To full spec - 53 recliners, toilet, double glazing, Webasto, TV/video, speed limiter - it cost about £82,000. We part exchanged a 1982 DAF for £36,750, which left a net purchase price of £48,500.



Gold Circle: notched up more than 580,00 miles with three Duple 425s.

The second oldest of our trusty 425s was first registered in September 1989. To date it has covered 226,977 miles.

It returns an average 11.8 mpg. The following repairs/renewals have been carried out: new prop shaft, one set of brake linings, one fuel tank gauge, two wiper motors, one accelerator spring, one locker handle, two sets of tyres on the front and one on the rear.

It cost £86,000, against which we traded in a 1983 DAF for £37,500. That left a net purchase price of £48,500.

The youngest of our Duple 425s was registered in March this year. To date it has covered 163,816 miles. It returns an average 11.3 mpg.

Repairs/renewals on this model have been: one full set of brake linings, one fuel tank gauge, one set of tyres, one door module, two sets of alternator belts and one accelerator spring. It cost £70,000 direct.

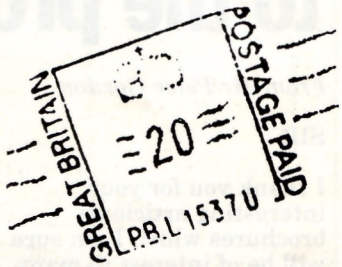
The three coaches together cost us a total of £163,750 - less than a top spec European double deck coach. I calculate they have saved us £21,500 in fuel over a total of 44 months.

Duple worked very well in producing this coach - a truly great British piece of art. Where is it now?

BOB CHAPMAN
GOLD CIRCLE COACHES
AIRDRIE

Editor's note: The target set by Bruce's Volvo is to average over 25,500 miles per month in a six month period. Gold Circle's three 425s are running close to this figure, but even the youngest has not quite exceeded it. So, who has the record breaking coach?

Send your letters to:
The Editor, Coachmart,
EMAP Response
Publishing Ltd,
Wentworth House
Wentworth Street,
Peterborough PE1 1DS
Or by fax: 0733 62656



The Editor is always pleased to receive letters for publication in Coachmart and will, if requested, publish these anonymously. But please attach your name and address for our own information.

Operator reports Leyland problems

From Mrs M P M Hutchings

SIR

What is happening to Leyland?, your 'lone wolf' Mr Fogarty has my sympathy.
I also have been trying to get satisfaction from Leyland regarding a new Leyland DAF 400 that I purchased in January of this year.

Since then I have been put to the expense of returning the vehicle to the dealers, a mere fifty miles away!, not once but four times and to add further insult to injury I spent four hours at the garage with Mr Frost from Leyland and the garage mechanic who spent all this time adjusting a fuel tank float, and then they tell me the gauge is only a guide, but to what I ask? An empty tank showing three quarters full, according to Leyland my problem is solved, obviously I have to disagree.

I have many drivers using this vehicle all unaware as they drive off that they have very few miles of fuel on board hence the telephone calls back to base reporting 'break downs' always it seems at a busy time!

I have four other Sherpas, models previous to the DAF 400 and I never seem to have any problems with these. What has happened to the so called 'advancement in technology?' I can also ask.

MRS M P M HUTCHINGS
PROPRIETOR
KILMINGTON COACHES
JAY-BEES
BIM BOM LANE
KILMINGTON
AXMINSTER
DEVON EX13 7SL

Bonding should be treated as an insurance option

From Edward Green

SIR

We wish to comment on your articles regarding bonding in *Coachmart*. We pose the question 'where does this leave the small tour operator, in business or on the streets?'

For many of us, the cost of operating has increased enough with fuel and excise licence in the last two years, and of course will add extra expense cost to the operator yet again.

Indeed this is an added cost to the customers, whether they want it or not. We feel adding these costs to the tour operator undoubtedly will decrease their tour sales, especially in these times of rising inflation, which surely will add to the liquidation of many more companies.

Perhaps these extra costs are instigated to eliminate the small operator, who may have difficulty in receiving approval for bonding.

Surely bonding should be treated as an insurance, therefore being an option to the customer who wishes to pay even more for his holiday.

Another point in question, are we going to have to contend with star rating also on coaches? Does this mean yet another fee and licence to buy? Now we are also reading in your news feature a point raised about a licence for bonding, it seems endless.

We the operator are supposed to have a never ending bucket of money to spend.

EDWARD GREEN
INSTYLE TRAVEL
2 OAKLEIGH AVENUE
HULLBRIDGE
ESSEX
SS5 6EJ

You should leave it to the professionals

From Mr Peter Gordon

SIR

I thank you for your interesting article on brochures which I am sure will be of interest to many operators.

However I must take issue with the last two paragraphs which are most misleading. Queenprint, the specialist in print and design for the coach industry, regularly designs, typesets, produces artwork, makes plates, provides paper, prints and finishes full colour brochures for less than £400 per page.

Is it wise to suggest that operators spend valuable capital and time on playing at printers when they would be better employed making money doing what they are best at?

The most cost-effective use of modern technology is for the operator to send the printer his word processor or PC disc. We operate this system regularly, saving the cost of keying into our typesetting equipment but keeping the layout and typography where it is best done - by our experts.

PETER GORDON
MANAGING DIRECTOR
QUEENPRINT
COW LANE
OLDFIELD ROAD
MANCHESTER
M5 4NB

NOSTALGIA CORNER

IN the late 1940s and early 1950s, many small coachbuilders were active in trying to fill demand for new coaches - some adopted rather outlandish styling.

This Morris Commercial with a body built by Willenhall Coachcraft was one of the more extreme examples. However, when photographed in 1966 it was still performing daily for Argyllshire operator Malcolm McLachlan & Son of Tayvallich.

Photograph supplied by Alistair Douglas.

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EXPEDIENCY, it is said, makes a bad master. But PSV operation is fairly unique in having what I always call the 'essential urgency factor'.

Only other modes of people transportation and, to a lesser extent, the movement of perishables, are in the comparable situation of not being able to substantially deviate from scheduled, or contracted, operating times.

The builder can turn up weeks after his promised start date, the dustman may come any day of the week that suits him, the post may be delivered late or the milkman come earlier than usual, but woe betide us if we are five minutes late on a school contract.

We can not, as a haulier could, ring up a hirer to say that the driver who should be working today is off sick, so will tomorrow do?

Thus, from time to time we necessarily become the victims of expediency. Some of us (and I have been as guilty as anyone else in the past) become so used to this variety of crisis management that it takes over as the norm. We find that we can get away with things we thought impossible.

Let me give you a couple of real examples which I have known.

Some years ago a customer came into the office one busy summer Saturday morning and asked for a quote for a coach to go to on a progressive continental tour for which he had all accommodation for passengers and driver arranged.

It was clear that he knew what he was doing as there were rest days for the driver and the stops were such that only a single driver was required. I quoted him a price and his response was, 'That's OK, have you got a coach free to leave at three o'clock this afternoon?'

Amazing as that may sound, it is quite true, but what I did is with the benefit of hindsight, even more incredible.

With some juggling I could produce a suitable coach, but not an experienced continental driver.

So, with just four hours notice, a driver who had never even been out of the country, even on holiday, was sat in the driving seat of a coach and pointed towards Rome!

More recently, on a day when sickness seemed to have reached epidemic proportions, a part-time driver came in for interview quite early one morning. He seemed OK and was, he said, instantly available.

Taken literally at his word, he was sent straight out on a hire.

At nine o'clock that evening his wife phoned and asked if anyone knew where her husband was: 'He came for an interview with you early this morning and I have not seen or heard from him since.'

If needs must, the Devil will indeed still drive us to such acts of expediency, but one of the fringe benefits for we coach operators who are now involved in bussing has been to make us recognise the value of induction training.

Whatever the pressures, it is impossible (isn't it?) to send a new recruit out on a bus service without some route learning, instruction in the fare table, fare concessions etc., kitting him up with ticket machine, making sure that he has a float, telling him what do do with cash at the end of the shift and how duty schedules are worked out.

In doing all this, the giving of some element of advice about company rules and procedures is inevitable and from there it is but a short step to do the whole thing properly. I have found that this does pay off. Although, through extreme good fortune, my examples of expediency at work were executed with no problems at all, I can think of many, many, times when jobs have been done wrong or badly, or administrative time has been wasted, simply because no-one has bothered to instruct a new driver of his rights and obligations.

Coach operators have, generally, tended to be quite lax about this, with bus operators tending towards the other extreme.

Some of us still have a thing or two to learn on how to limit the number of occasions when we are driven by expediency.

Make the BCC badge a sign of quality

WRITING about BCC for other parts of this page reminds me of something that occurred to me at the recent coach and bus auction in Manchester.

I would not send a suit to a jumble sale without removing my Rotary pin, nor let a car go for part exchange without taking off my cherished (old fashioned type) of RAC badge.

I was therefore somewhat astonished to see how many coaches passed under the auctioneer's hammer bearing the BCC Council membership windscreen sticker.

Are BCC members unconcerned about the improper display of membership stickers - or is the problem that they are no more a glorified piece of cling-film?

Coach sales: sellers do not care about giving up their BCC badge.

Would there be a sale for an enamel radiator grille mounting type of badge at about £10 each, and if so, would there be a greater incentive to remove it on sale of the vehicle?

We can all learn from high-flyers

GEOFF Hurst of Warrington Borough Transport tells me that he has resigned from BCC's North West regional committee because of a personal difference between himself and another committee member.

Whatever the reason, I do think this is unfortunate as the present BCC regional committees are still, generally, woefully short of operators of 50 or more vehicles.

Historically, as PVOA or CIBS, it was only the smaller operators who enjoyed a regional organisation.

Since deregulation made us all independents, the regions have been supposed to span the entire range of membership, and much better they have been for so doing.

Geoff Hurst's resignation has had another effect too. North West region had enjoyed the hospitality of Warrington Borough Transport for their meetings which, naturally, is now withdrawn.

In contrast East Midland region have gone so far as to make Brian King (of large operator, Trent Motor Traction) their chairman.

In a commendable effort to think positive and shake off the mantle of doom and gloom which presently seems to shroud the industry, this region is mounting a full day seminar on Saturday, February 9 with the stimulating theme, 'The Secrets of Success'.

I understand that the industry and other successful companies. They will explain and discuss what factors account for them doing so well.

As I have oft remarked, as an industry we seem to be obsessed with how little others are charging and how badly businesses are doing.

We would do better to fasten our eyes on the rising stars for inspiration and travel upwards with them.

This event looks like a good opportunity to start moving in the right direction.

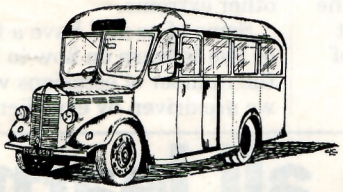
BYGONE FAVOURITE IS STILL A WINNER

The continued popularity of the Bedford OB has led to a big demand for elusive spares to keep them on the road. John Woodhams reports.

THE BEDFORD OB, once the mainstay of every coach fleet in this country, has never really gone away. And in recent years operators' enthusiasm for the vehicles has been bolstered by a realisation of their profit earning potential.

More and more OBs are spending days in between rallies earning their keep as wedding charabancs, old time tourers and even film extras.

Norman Aish, of Poole, Dorset, makes his money by supplying parts for Bedford OBs. His company Bygone Bedford Bits specialises in just that - for operators at home and abroad.



Norman has had a lifelong interest in many forms of transport, with a particular affection for the Bedford marque. In the late 1960s, with the growing interest in historic commercial vehicle preservation, he acquired a 1952 Bedford MLC 20 seat school bus from Dorset County Council.

Norman wisely recognised that it would be prudent to build-up a stock of spares for his vehicle, and suggested to one or two friends that perhaps they should too.

But, he soon found that they were asking him to supply various parts and advice. And so Bygone Bedford Bits was born almost by accident.

In the early 1970s Norman's reputation grew, not only among vehicle restorers, but those operators who were still running elderly Bedford OBs and lorries of similar vintage. At that time, many obsolete parts were still held by operators, dealers and motor factors, and stock could be acquired fairly easily.

But over the years this has become increasingly difficult as more and more operators, including the writer, have restored and returned Bedford OBs, and even war WTBs, to PSV service.

Norman is able to offer virtually 95 percent availability for OB mechanical components (over 1500 lines), with around 30 percent availability for pre-War W series models. Owing to limitations of storage space the service is restricted to models which were fitted with the 27 and 28 hp petrol engines. But this covers virtually all Bedford PSVs built from 1931 to the demise of the OB 20 years later.

Acquisition of stock is becoming increasingly difficult for some items and components are being re-imported from overseas dealers with obsolete stock.

A classic OB: retained by Kenzies Coaches of Shepreth.

The first such consignment was a supply of gasket sets from Singapore. Further supplies have been located in Australia and Holland. Valves have been obtained in Denmark, brake linings returned from Portugal, and other brake parts have been found in Norway.

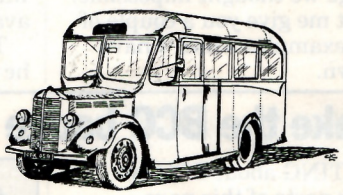
However, some items just cannot be located. So stocks of king pin sets and shackle pins have been made. Rubber trims have been manufactured to special order and, perhaps more importantly, so too have brake repair kits.

Mervyn Annetts, proprietor of Mervyn's Coaches near Basingstoke, has also reconditioned clutches, dynamos and tie rod ends for Norman. And in total about 20 specialist engineering firms are employed in manufacturing and reconditioning.

One major problem with manufacturing new parts is the high cost of tooling involved for comparatively small production runs. One recent, yet simple, example is the manufacture of big end locking tabs.

A pre-War WTB model: restored by Pearce Darch & Wilcox and used for tours in the Weymouth area.

Unlike a conventional motor factor, the specialist obsolete parts dealer has to consider future demand and availability very carefully when acquiring stock. This means that it may be necessary to hold larger reserves of relatively slow moving items. As Norman says, only time will tell if he has been able to strike the right balance with stock held.



Parts are also supplied to abroad. Most of these customers are from mainland Europe, although there is a demand from Australia and New Zealand.

One interesting export order was to St Helena in the South Atlantic. This island has no air service, and only a ship from Bristol three times per year!

Most new business comes by personal recommendation rather than advertising, and Norman does not take autojumble stalls, although he finds them useful for acquisition of stock.

An efficient parts despatch service is offered, using British Rail's Red Star parcels if required. Most current OB operators do not have the back up of another similar vehicle and therefore prompt delivery can be vital.

Norman Aish can be contacted at Bygone Bedford Bits on 0202 745117.

Thor! wotalot of jolablot

COMPETITION for the Loony Press Release of the week is heating up to fever pitch, and the hot favourite is the offering from Jorvik Viking Festival.

Operators are well acquainted with this popular attraction, but couldn't even guess how the Vikings are celebrating 'jolablot' (that's what it says here).

'International Music Night brings a whirl of colour in the form of Adzido Pan African Dance Company...' It is not made clear when the Vikings invaded Africa, though a few Danish tourists did visit The Gambia last year. *Mealstop* is mystified why Vladimir Ashkenazy will be conducting the Royal Philharmonic Orchestra, and even less clear on the African dance tunes they will play.

'A Jorvik Centre-type Time Car will be competing perhaps against ship, rocket, train, chocolate-bar shaped vehicles, with imagination the only limit on design.' Yes, now we lapse into a direct translation from the Japanese instruction manual.

'The whole gallimaufry of events begins in fiery fashion...' Well, *Mealstop's* feeling a bit gallimaufry itself. Time for a quick jolablot down the pub...

● LONDON Transport also has a chance with a nonsensical explanation of the opening hours for the LT Museum at Covent Garden.

Three pages of LT information attempts to explain the Christmas and New Year transport arrangements, including Docklands Light Railway and the Underground. This in itself is hard to digest.

Most of the services will not be running, it admits. But what is this?: 'The London Transport Museum in Covent Garden will be open every day of the Christmas holiday period...' it says '... except December 24, 25 and 26.'

That's Christmas Eve, Christmas Day and Boxing Day. *Mealstop* is at a loss to discover any other public holidays at Christmas.

● BRITAIN'S most northerly Bus and Coach Council member, Shalder Coaches of Scalloway, in the Shetlands, is distributing Buscode safety information to 4,000 school children.

Due to the latitiude of the Shetlands and Orkneys, school bus journeys take place in darkness throughout the winter, explained Shalder Coaches director Andrew Morrison: 'Buscode seems the ideal way to reinforce company efforts to carry out as safe a school transport operation as possible.'

Schools served vary from the 890-pupil Anderson High School in Lerwick to a tiny three-pupil school on the remote island of Foula.

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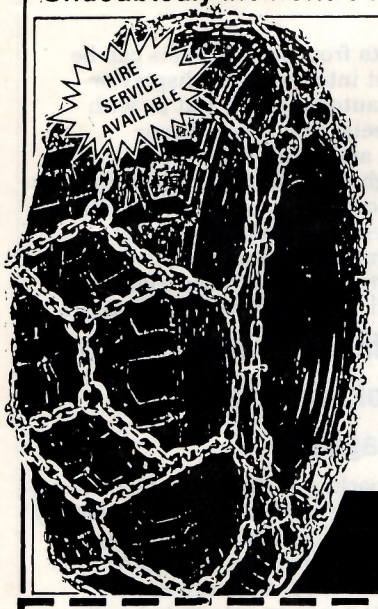

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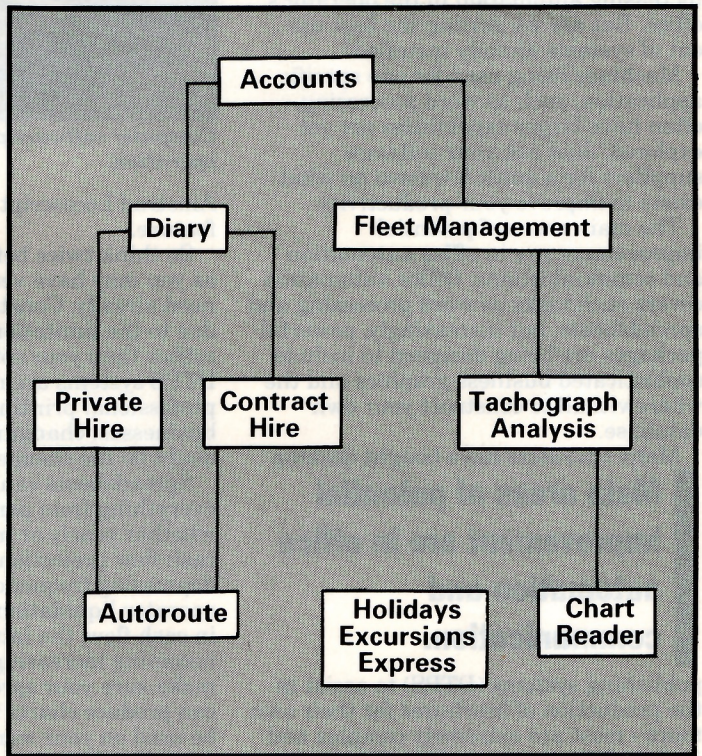

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SPECIAL COACHMART FEATURE

DRIVING INTO THE COMPUTER AGE

In the fourth of our special features on different aspects of the coach business, Rod Davey looks at the increasing range of software available for the progressive operator.

THERE was a time most coach operators would have associated the word software with Marks & Spencer's undergarments washed in fabric conditioner. But in an increasingly sophisticated travel and leisure market, computer software packages are being employed in more and more areas of coach operation.

Programers and software designers are burning the midnight oil not only to find new applications for computers in the coach industry, but to improve systems for time-honoured applications in the day-to-day environment of business management.

Along with new systems for easing the flow of coach holidays, excursions and tours, it should be remembered desktop systems exist to increase efficiency by increasing automation in the operator's office. But are we getting the best use out of systems already installed?

Machines being used for one specific application, such as word processing, often have larger capabilities not yet explored. Just ask your software suppliers for a quick lowdown on what exists to improve your productivity.

The main areas of potential improvement are in office automation and communications. Office automation covers such tasks as word processing and spreadsheets, but increasingly, powerful packages are being designed to include sophisticated business graphics and the wherewithall to construct your own database.

Many operators have bought desktop publishing systems (DTPS) to assist in the production of brochures for their own tours - most are extremely complex and include full colour graphics. They are also quite expensive for occasional use.

Main areas of potential improvement are in office automation and communication.

But many new word processing systems now have the ability to combine text with graphics. They also give you the ability to view on screen exactly as they would appear on the printed page. Word processing systems also offer a wide variety of typefaces and options which may be sufficient - even the lowly Amstrad Locoscript 2 used for this feature.

Computer software packages: being employed in more and more areas of coach operation.

So think twice before buying a DTPS as you may have very nearly what you need already. Constraints are often only due to the limitations of your printer rather than your software. Given many DTPS systems are now being aimed at professional printing and publishing businesses, changing the printer will no doubt be the cheaper option.

Spreadsheets can be used for everything from periodic budgets, whether yearly or more frequently, to cash flow projections. Given the depressing frequency of own-tour operator liquidations caused by log jams in cash flow, the latter facility is becoming increasingly important. But make sure your spreadsheet software can produce charts in a format which can be used on your word processed documents first.

The production of graphics is obviously more important to the large concern where coach managers need to produce easily understood documents for the board meeting. But map templates can be incorporated into many systems, a feature which may be considered desirable no matter what the size of your operation is.

Raw data from spreadsheets can be also be put into a graphic display or print-out automatically. But as with spreadsheets, first check if your hardware and printer can cope.

Although databases give the ability for those not computer-language literate to design their own simple computer applications, which must apply to most of us, many are not as 'user friendly' as advertised. It is far safer to look at pre-designed packages. For example, personal organiser programs often have the facility for constructing automated indexes, useful for client listings, built into them.

It is far safer for operators to look at pre-designed packages.

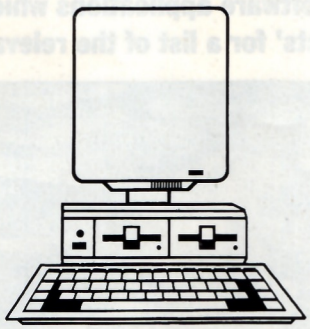
Special business software is often incorporated into an integrated package, which combine functions such as word processing, spreadsheets, graphics and databases into one. But the finer detail of specific software is often lost, although information can be moved from one function to another. Integrated packages are very useful for transferring spreadsheet information to the word processor, and often overcome potential

difficulties regarding the compatability of the graphics with the processor and printer.

Personal computers with communications capabilities may often be a boon - especially if you are involved with fuel management and bunkerage contractors. Installation is often easier than it first sounds as the simple addition of a suitable modem to your hardware kit is sufficient to link into a plethora of systems. For example, BT's Telecom Gold electronic mail facility - and lots of specialist business and financial databases.

Furthermore, modem-linked PCs may be used to contact suppliers almost instantly - in a similar way to a fax machine but more foolproof. But such systems are often priced into four figures and the Telecom system is often just as good.

For most small operators requiring the occasional mailshot and correspondence, word processing software is often sufficient. And a PC's capabilities may often be added to providing powerful and efficient tools for the business.



With specialist applications such as coach operation, the market is becoming increasingly competitive. This was displayed with the Expo Coach show featuring stands with several of the specialist coach software houses being there.

However, coach industry software, as well as general business software, is a rapidly expanding industry. This feature therefore only attempts to give a flavour of what is available rather than a comprehensive listing.

Which systems can help your business

COMPUTER Services, of London, markets Coach Boss software, which it developed in conjunction with software house Pulman Systems.

Free consultancy is offered with Coach Boss, as well as free quotations and demonstrations. The company supplies hardware as well as software, along with hot line and modem support and training. The system runs on single micros or networks equally well.

Established in 1982, Distinctive Systems now has more than 250 computer systems in daily use in over 200 coach companies. As well as its own software, the company markets other business systems of use to the coach operator.

Distinctive can supply a wide range of computer equipment from small desktop PCs to powerful multi-user systems. Its software will run under MS-DOS, MS-NET, Xenix and Unix operating systems. The company offers free advice and demonstrations and in-depth training courses. Half the company's staff is involved in after-sales support.

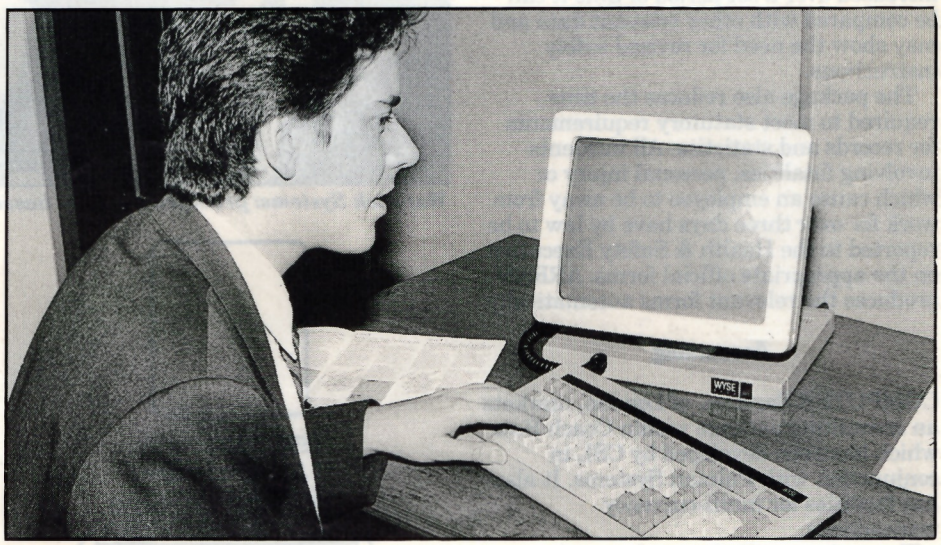
EP Morris supplies specialist software to control bus revenue and local authority concessions.

An accident recording and analysis system has been developed by Norton-Waugh - giving all the necessary prompts for notification to the relevant authorities. It also analyses the accident record and highlights those areas in which improvements can be made.

GPT markets financial management, reservation and administrative systems for the whole travel industry - supplying on-line reservation and videotex systems. Its integrated MicroSpace software package includes all three main functions and has been installed by more than 40 UK tour operators.

Passenger Transport Engineering Controls is offering a software combination designed for the passenger transport industry in the areas of workshop control, stores control and time control.

Its software was developed in conjunction with South Yorkshire Transport.



Staff can be trained to cope with new software.

Kingswood is marketing Autoroute Plus for France, Navigator for Europe and AA Milemaster with bridge height restrictions. It also sells CARP scheduling systems and Trafficmaster which gives current information on traffic congestion.

Pulman Systems and Computer Services London Ltd are also authorised dealers for Novell (Netware), Acer (Micros), Tetra (Business Accounting) and Autoroute.

The Tetra 2000 business accounting system provides full audit trails and detailed management reports and features full colour screens, drop-down menus and a built-in notepad.

As an authorised dealer, Computer Services has facilities to advise on support, training, stationary, bespoke software and engineering services.

There's a variety of software now on offer to the industry.

Automatic vehicle location specialists Datatrak has a PC-based vehicle monitoring system - with coach-based locator units transmitting road position picked up by a network of vehicle transmitters. The network is to be extended to Scotland next February.

Although Road Tech's Road Runner traffic scheduling system is primarily designed for road haulage operations, the company claims it has passenger transport applications - especially for own-tour operators. A broad-based system, it is suitable for use as a diary bookings system and is capable of filing up to 100 clients against each job.

Warwick Systems has a combination of Unisys hardware and Tetraplan software with its own bespoke tour booking system. Although designed for Evans Evans Tours, it is now being marketed as WS-Coach. The prototype is based on a Unisys U6000/50 processor with 16 terminals handling tour bookings and financial information.

Wootton Jeffreys is updating its Busman scheduling software to include high resolution colour graphics, menus and mouse hand operation. Its new version will be released in January and will be available to current Busman users at no extra charge. ▶

SPECIAL COACHMART FEATURE

How you can use new software

Here is an easy to use alphabetical list of software applications which will ease the workload of the busy coach and bus operator. See 'Useful Contacts' for a list of the relevant suppliers.

Accident Recording, Reporting and Analysis

◀ NORTON-Waugh's ARRAN system provides an on-going record and enables an analysis of accidents in a number of ways. Data may be presented historically by work type, vehicle, driver, accident type - or in combination. Such recording enables areas and driving rpactices which may require attention.

If one driver appears more accident-prone than others, it may highlight the need for better training or a quiet chat. Furthermore, if the rate of accidents has increased over a set period of time it can be compared with other relevant data and may show the need for revised safety instructions.

The package also reduces the time required to meet statutory requirements for records and statistics. All incidents involving fatalities, personal injury or which cause an employee to be away from work for over three days have by law to be reported to the Health & Safety Executive on the appropriate official forms. ARRAN produces the relevant forms automatically.

Warwick Systems: provides a system based on the Tetraplan accountancy program.

Accounting

COMPUTER Services, of London, markets an accounting package within Coach Boss which has been developed by CSL in conjunction with Pulman Systems. It also has facilities for multi-currency transactions.

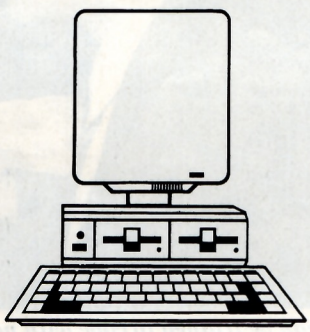
The package will also produce statements of bank accounts and includes extensive financial reporting. Aged debt reports, useful for chasing slow payers and instigating possible County Court summonses if used in conjunction with a diary, and VAT reports are also included in the system's capabilities.

With Computer Services' Tetra 2000's sales ledger, the operator can apply different payment terms according to the customer's credit ratings. The system gives reports on overdue accounts, issues regular statements and sends reminder letters.

In the 'order entry' module, credit can be automatically stopped to a customer with an overdue invoice. From the other direction, cash flow is controlled with the system's purchase ledger which prevents invoices being posted to the ledger and being paid without authorisation.

Management information is improved with the nominal ledger and time can be saved when setting up accounts using one of the accounts charts supplied with the system. The coach operator can get an immediate picture of the company trading position using two ready-made management reports.

Datalink interfaces may be used to calculate nominal ledger budgets on a spreadsheet - enabling realistic targets to be set and the comparison of expected results with actual performance.



Additionally, the service histories and fuel used by coaches in the fleet may be kept on a database - using data manager to enter information and report writer to design reports.

If you operated your own tours, especially if you use a number of travel outlets in your locality, then separate accounts may be kept of each individual outlet using Tetra 2000's multi-company option. Using the sales ledger and purchase ledger, by posting transactions to the nominal ledger, it can report on the trading position of all company activites.

When separate accounts are used, the operator can identify each customer and supplier by an abbreviated name as well as the account number - which has the advantage of finding accounts easily with an alphabetical list. With use of an ASCII file conversion interface, the operator can pass invoices and sales cash automatically from the travel administration system to the accounting system.

Distinctive Systems is a dealer for Dentons Accountant, which is available in either single or multi-user versions. The system offers a comprehensive range of accounting modules, linking with Distinctive's private hire and contract systems.

GPT has introduced an integrated accounting package for its MicroSpace on-line reservation and administration system. Its new module can also operate on its own and offers nominal, sales and purchase ledgers together with fixed assets and payroll systems. Also available are stock control, sales order processing and purchase order processing sub-systems.

Reports on accounting information can be produced for auditors and Customs and Excise - and ready for new EC legislation. Other reports include output on such items as volumes and margins, enabling the operator to monitor margins and identify any variances. Monitoring is automatic for such variances as those between standard costs and actual costs, and the system allows for the reporting of revenues against costs down to the level of the individual booking.

Administration

DISTINCTIVE Systems offers a range of general programs including word processing, spread sheets and database. Data files can be created with Distinctive's own software which may be processed with its general administrative programs.

Bookings

COACH Boss software from Computer Services enters all confirmed quotations automatically into the bookings module without further user input. Information from the bookings module is also used to generate invoices.

Distinctive Systems has a reservations system suitable for express service, day excursions and extended tours. It features immediate interrogation of seat and accommodation availability with rapid entry and charting of booking details. Invoices and commission are automatically calculated with invoices, tickets and travel documents flexibly printed. Entry of payments received is quick and easy and the system produces a sales day book, cash book and agent statement.

This reservation system also prints seating, rooming and pick-up lists and has extensive reporting facilities including a tour performance report. Other features include client files with historical and current booking details; agent file with performance monitoring; mailshot facilities to clients and agents; program enquiry and listing facilities; word processor reports on all main files; seating plans for single and double deck coaches; and a facility to deal with several tours sharing one vehicle.

Warwick Systems provides a system based upon the Tetraplan accounting system which incorporates tour booking software. Specially designed for Evans Evans Tours, the system records client details and travel requirements for half day and whole day tours. It also deals with short breaks, holidays and tour holiday combinations. Additionally, it checks seating capacity and hotel room availability.

It can be easily extended to cater for special travel and accommodation requirements. For example, with Evans Evans it had enough flexibility to handle discounts and agents commissions. The system has been packaged as WS-Coach and is available complete with Unisys hardware.

Bus Revenue Control

WITH a system designed to work on all types of computers common to the industry, EP Morris has a depot revenue reconciliation system which makes use of electronic ticket machine data to control banking, the depot cash office and drivers' overs and shorts. The system may be operated on the same micro computers already used.

EP Morris software addresses specific problems, such as different local authority rules for schoolchildren and fuel duty rebate.

Contract Management

A CONTRACT management module in Computer Services' Coach Boss software will handle all regular aspects of contract management. This includes the generation of diary entries - and any combination of journeys, whether weekly, fortnightly, monthly or quarterly, can be handled. Invoicing is done either by summarising journeys over a period or by individual journeys.

Contracts and private hire are covered by Distinctive System's computerised version of the traditional operator's diary. It offers rapid entry and maintenance of private hire and contract bookings - with a facility to copy from an existing booking.

It prints letters of confirmation, written quotations, work tickets, invoices and credit notes with multiple bookings on each document. Daily orders are immediately produced, along with diary interrogation by date, client name or account number. It includes a client data file with mail shot facilities.

Comprehensive financial reports on the system include unpriced bookings, uninvoiced bookings, outstanding payments and turnover.

Costing

COSTS applicable to a class of vehicle may be entered using Computer Services' Coach Boss module. Up to five differing mileage rates may be charged depending on the length of journey - as well as an hourly charge, hourly waiting charge, daily charge and seating charge.

Supplementary charges are catered for with three options: hotels, ferries and other charges. All three options contain a variety of screens and 'pop up' menu selections for items such as ferry companies, ferry ports and hotel accommodation requested. VAT is variable by the user - and the other charges option enables up to five further categories, which may include items such as meals and theatre tickets. A useful 'percentage mark-up' option builds in the operator's added value for such add-ons if required.

Computer Services Tetra 2000 system enables the operator to exercise a tighter control over projects, assets and pay. Work can be costed quickly and accurately with the job costing module.

A percentage overhead or discount may be built into each expense to allow for contingencies. The system allows the operator to give competitive estimates and keep within budget. Furthermore, entering budgets for each expense type within the job costing module will help you to find out if each job is within budget at every stage.

For example, current diesel price rises may affect original costings, and the module may be used to work out a supplement nearer the date of departure. Job history reports enable the module to estimate the costs of future jobs more accurately.

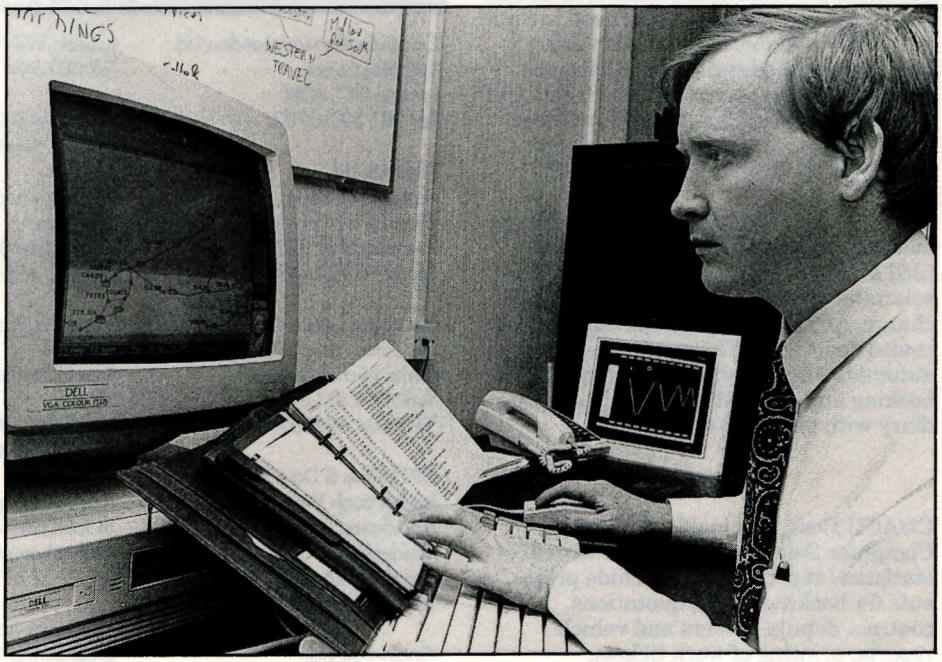
Fleet depreciation may be accurately tracked using the fixed assets module. It keeps a detailed history of each asset - and can forecast depreciation for up to six periods or six years.

If your office staff are paid monthly and your driving staff weekly, the Tetra 2000 payroll keeps a separate payroll for each frequency. It also provides a comprehensive analysis of period pay figures and a detailed history for each employee. If the system's BACS module is used, wages and salaries reach staff accounts more quickly - keeping down aggravation at the end of the pay period.

Diaries

COACH Boss, available from Computer Services, has a diary module which is interlinked to all other Coach Boss modules without the need for any extra input. But full editing, with insertion and deletion facilities, are available to the user to modify the diary when necessary.

Two screens are available for viewing the diary, which can be entered by keying in the date, name or booking number. The short diary is a multi-record screen which lists very brief descriptions of multiple journeys, whereas the long diary screen gives full▶



Wootton Jeffreys: soon to introduce a new version of its Busman system.

◀ details of a particular entry. The latter is used for allocating vehicles to drivers in order to generate job/work tickets.

Road Tech has its Roadrunner system which, although designed for the road haulage industry as a traffic scheduling and management system, may be used as a diary booking system. Described as a broad-based system, it is capable of placing up to 100 clients against each job.

Enquiries

SUPPLIED by Computer Services, the enquiries module in Coach Boss software is intended to record 'quick' quotations given person to person or on the telephone. Brief details of the client, journey and cost are recorded - and may be automatically used as the basis for a standard quotation at a later date or on confirmation of booking.

Fleet Maintenance

COACH Boss' fleet maintenance module not only lists details of individual vehicles, specifications and such details as road tax, MOT tests and seating - but issues reminder reports as an option. Supplied by Computer Services, this Coach Boss module reports vehicles due for re-licensing, testing and other important dates.

Job Tickets

WITH Coach Boss software, supplied by Computer Services, your job/work ticket for a particular period is automatically printed. The allocation of drivers and vehicles is done using the diary module (see Diaries)

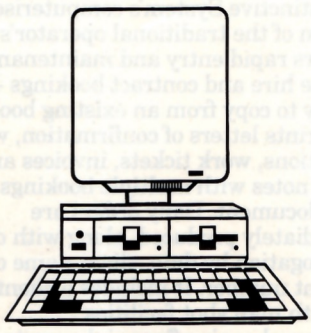
Quotations

THE quotation module from Coach Boss, which is marketing by Computer Services, provides comprehensive details on all aspects of a journey. These include automatic numbering and date entry; pick-up points; details of vehicle type requested and options such as toilet and video; and costing by mileage, mileage and waiting time, hourly rate, daily rate, by seat or any combination of these.

Details from the supplementary charge module, such as ferries and hotels, are filed automatically - and the VAT rate is selectable by the user for any aspect of a charge. Any deposit paid and balance due is also dealt with. The quotation is automatically converted into a confirmed booking and entered into the Coach Boss diary with one keystroke.

Reports

COACH Boss, obtainable through Computer Services, produces a variety of statistical reports. These include print-outs for booking, diary, quotations, contract details, drivers and vehicle reports, printing of work tickets, confirmations and letters.



Route Planning

DISTINCTIVE Systems markets the powerful Autoroute map information system which is based on Ordnance Survey data. It plans the quickest, shortest or alternative routes for any journey in Britain or France - and gives accurate mileages, timings and costings together with high-detailed route print-outs for your drivers.

Users of Autoroute Plus may make use of the costing facility in Coach Boss, supplied by Computer Services, by using a file transfer option. With this system, Coach Boss extracts information for Autoroute for either excursions or long and short routes with seat booking.

Autoroute Plus is also marketed by Kingswood and Staines-based Nextbase. Kingswood has an Autoroute Plus for France, a system called Navigator for Europe and AA Milemaster complete with bridge height restrictions. It can also supply map data or specialist routeing software where off-the-shelf packages are not available.

It is also marketing Trafficmaster, a computerised system which provides up-to-the-minute information on motorway congestion - combining traffic speeds and news with a message paging facility.

Scheduling

MANCHESTER-based consultants Wootton Jeffreys produces a computerised scheduling system called Busman. It is claimed to be one of the easiest systems to use and received a favourable response at this year's fifth International Workshop on Computer Aided Scheduling of Public Transport held in Canada.

A new version of Busman will be introduced next January with high-resolution colour graphics, menus and hand control by mouse integrated into the established scheduling system. Wootton Jeffreys says those with no previous computing experience can produce efficient and workable results after only a few days experience with the system.

Vehicle Monitoring

DATATRAK has a vehicle monitoring system which shows vehicle locations, within an accuracy of 50 metres, on a series of electronic maps which are based on personal computers.

Workshop, Stores and Time Control

RUGBY-based Passenger Transport Controls has developed a software system for workshop, stores and time control which is claimed to deal with problems unique to the transport industry such as high prime engineering costs and government legislation.

The company cites the system's main feature as the ability to track the progress of any engineering part from fitment to replacement. This means unit or component failure within warranty time is highlighted and enables full costs to be recovered.

USEFUL CONTACTS

Computer Services London Ltd,
182 Hoe Street,
London E17 4QH.
Tel: 081 521 0702.

Datatrak Ltd,
Hargreaves Road,
Groundwell Industrial Estate,
Swindon SN2 5AZ.
Tel: 0793 722549.

Distinctive Systems Ltd,
14 Clifton Moor Business Village,
James Nicholson Link,
York YO3 8XG.
Tel: 0904 692269.

GPT Video & Data Systems,
Roxborough Way,
Foundation Park,
Maidenhead,
Berkshire SL6 3UD.
Tel: 0628 772000.

Kingswood Ltd,
19 Kingswood Road,
London W4 5EU.
Tel: 081 994 5404.

EP Morris & Co Ltd,
Independent Internal Audit Services,
2 Waterworks Road,
Edgbaston,
Birmingham B16 9DB.
Tel: 021 454 7169.

NextBase Limited,
Unit 18,
Central trading Estate,
Staines,
Middlesex TW18 4XE.
Tel: 0784 460077.

Norton-Waugh Computing Ltd,
St John's Square,
Wolverhampton WV2 4AT
Tel: 0902 311007.

Passenger Transport,
Engineering Controls Ltd,
Parkfield Road,
Newbold-upon-Avon,
Rugby,
Warwickshire CV21 1QJ.
Tel: 0788 537735.

Road Tech Computer Systems,
Road Runner House,
Greycaine Industrial Estate,
Watford,
Herts WD2 4JL.
Tel: 0923 229266

Warwick Systems Ltd,
Centre Court,
1301 Stratford Road,
Hall Green,
Birmingham B28 9AP.
Tel: 021 778 4131.

Wootten Jeffreys Consultants Ltd,
Cemetery Pales,
Brookwood,
Woking,
Surrey GU24 0BL.
Tel: 048 67 80033.

Weekly report on law and the coach operator By Michael Jewell

LEGAL NEWS

■ EXCURSIONS and short breaks will be included in compulsory bonding legislation.

The EC directive adopted by the European Community Council of Ministers says 'package deals' - domestic or overseas - are any trip with a price which includes any combination of transport, accommodation, or other tourist services. Packages are covered even if the services are billed separately.

The directive clearly states that the purpose of the new legislation will be to give the consumer more confidence in buying holidays and packages from other European countries in the knowledge that they will enjoy equal protection.

Brochures must cover several new areas of package detail to meet the directive. The 'means, categories and characteristics of transport used' must be listed and adhered to, and this may include details of minimum coach facilities.

The accommodation description must include its tourist classification under the destination country's own rules. Information must include meal plans, itinerary, details of passport/visa regulations, and health formalities. Intermediate stops en route to the destination must be listed, and travellers given an emergency telephone number for the operator.

The contract price will not be varied under the directive, except where it is made expressly clear that surcharges may be added. Surcharges may not be levied within 20 days of departure, and the calculations which would be used to add a surcharge must be made clear in the brochure or contract.

The contentious Article 7 states 'The organiser and/or retailer party to the contract shall provide sufficient evidence of security for the refund of money paid over and for the repatriation of the consumer in the event of insolvency.'

This is taken to mean the tour/excursion organiser will have to be bonded, or insured against the risk of insolvency to the third party, the traveller. However, the way in which legislation is drafted to interpret this is not yet known, and how it will be enforced is not clear.

Enquiries about the full directive (June 13, 1990, numbered 90/314/EEC) should go to the DTI, Consumer Affairs Division, 10-18 Victoria Street, London SW1H 0NN.

Jailed man loses his fight for licence

A MAN jailed for firearms offences has lost his appeal against a decision to refuse him a fresh operating licence.

Mr Kev Lambert, of Rotherham, had his previous licence revoked in December 1988 after being sent to prison and appealed against the refusal by North Eastern traffic commissioner Mr Frederick Whalley (*Coachmarts* January 18, February 22 and May 10).

Mr Lambert, who traded as Kev Lambert's Coaches, of 48 Redwood Drive, Maltby, had sought a licence authorising the operation of four vehicles.

Commissioner said conduct was incompatible with expected operator's behaviour.

In refusing the application, Mr Whalley said Mr Lambert had been imprisoned in 1988 for unlawfully discharging a shotgun, unlawfully having firearms in his possession and unlawfully shortening the barrel of a shotgun.

He was deemed to have lost his repute at that time and the question was had he since redeemed it?

Mr Lambert had since been operating without authority, using the licence of his girlfriend, Mrs Angela Stephens, who trades as Angelina Laurio, as a 'front'.

He was quite satisfied that Mr Lambert knew quite well what he was doing and such conduct was quite incompatible with the behaviour expected of a reputable PSV operator.

On appeal to the Transport Tribunal, it was said that the principal offence occurred in a domestic context in the immediate aftermath of the breakdown of Mr Lambert's marriage.

For Mr Lambert, Mr Stephen Kirkbright argued that given the nature of the offences and the circumstances that gave rise to them, the commissioner ought to have held that Mr Lambert had paid his debt to society on his release from prison and treated him as having regained his good repute.

The tribunal said it was clear Mr Whalley, when considering the issue of good repute, took account not only of the convictions in 1988, but of events both pre-dating and post-dating those convictions. In so doing, he was acting in accordance with the provisions of the relevant Act.

The commissioner had found that Mr Lambert was the owner of two vehicles which were specified on Mrs Stephens' licence, and that Mr Lambert regularly drove one or other of those vehicles.

Mr Kirkbright argued that if the vehicles in question were on hire to Mrs Stephens, then Mr Lambert could not be their 'owner' within the meaning of the Act.

'Owner' was defined in the Act as... 'in relation to a vehicle which is the subject of an agreement for hire, hire purchase, conditional sale or loan.... 'as'...the person in possession of the vehicle under that agreement....'

However, said the tribunal, that argument depended upon the existence of a bona fide hiring agreement between Mr Lambert and Mrs Stephens. The commissioner was not satisfied as to the existence of such a hiring agreement.

Mr Kirkbright complained that the commissioner, without giving notice of his intentions, had introduced photographs which appeared to show that Mr Lambert was advertising his business at a time when he was not licensed to operate.

The tribunal said before the photographs were produced, Mr Whalley had asked Mr Lambert whether he had been carrying on business or advertising his business at the relevant times. He was given every opportunity to explain the advertisements shown in the photographs.

In the tribunal's judgement, it was perfectly legitimate for the commissioner to test Mr Lambert's veracity by not introducing the photographs until he had committed himself on the issue.

Mr Kirkbright maintained the commissioner had been wrong to conclude that Mr Lambert had allowed Mrs Stephens to operate from premises he owned without any fee being paid.

However, the tribunal had no hesitation in holding that there was ample evidence to support the finding that Mrs

Hearing heard Mr Lambert had taken advantage of the licence held by Mrs Stephens.

Stephens was not paying for the use of the parking facilities.

Mr Kirkbright argued that the commissioner's decision to adjourn the public inquiry in February, so that he could at the same time consider taking disciplinary action against Mrs Stephens' licence had been prejudicial to Mr Lambert.

He maintained that Mr Whalley's decision to take no action against the two vehicle licence held by Mrs Stephens was wholly inconsistent with his decision to refuse to grant Mr Lambert a licence.

The tribunal said much of the evidence given by Mr Lambert in February concerned whether he was using Mrs Stephens as a 'front' for the operation of his vehicles. That plainly justified calling Mrs Stephens to a disciplinary inquiry.

Furthermore, the evidence of Mrs Stephens would be plainly relevant to the issue of Mr Lambert's good ▶

Weekly report on law and the coach operator By Michael Jewell

◀ repute. Mr Lambert was given the opportunity of giving further evidence in response to the evidence given by Mrs Stephens. He was given every opportunity to answer and comment upon that evidence.

In their judgement, the commissioner's conduct had been beyond reproach.

As to the decision in Mrs Stephens' case, the tribunal said Mr Whalley had taken the view that she must have had doubts about the legality of the way in which her vehicles were being operated, or if not she ought to have done. However, he was plainly impressed by her efforts to establish herself in the transport business.

He decided to record a formal warning and to remind her that any further transgressions could have serious consequences. Mrs Stephens could be regarded as fortunate in the outcome of her case, but in their judgement the commissioner's decision not to take more serious action did not undermine his decision in relation to Mr Lambert's application.

As a person who had lost his good repute by his appearance before the criminal courts, and who thereafter attempted to continue to run his coaches without legal authority while at the same time claiming unemployment benefit, Mr Lambert stood in an entirely different position to Mrs Stephens.

In dismissing the appeal, the tribunal said it was clear the commissioner had carefully investigated whether Mr Lambert had regained his good repute since his release from prison.

He was driven to the conclusion that Mr Lambert had been operating without authority, taking advantage of the licence held by Mrs Stephens.

As the commissioner had put it in his decision, such behaviour was quite incompatible with the responsible behaviour to be expected of a reputable PSV operator.

LEGAL NEWS

● **MINISTER for Road and Traffic Christopher Chope has underlined the Government's commitment to civilising road transport.**

Addressing a county surveyors' seminar in Leeds, he encouraged delegates to use all available means to balance the competing interests of road users against efficient management of urban development to the benefit of the community at large.

The Minister identified several solutions to local traffic problems, some already adopted by the DTp on its trunk road and motorway network:

● **Bypasses to alleviate conflict between local and through traffic;**

● **Traffic calming and urban safety schemes, including introduction of 20 mph zones to constrain vehicle speed and encourage smoother driving;**

● **Efficient management of road maintenance and repair to minimise delays by use of tidal flows, lane rental contracts and advance warnings to drivers;**

● **Better planning and execution of road repairs by the public utilities in urban areas;**

● **Improved parking and traffic regulation to meet the needs of moving and stationary traffic;**

● **Refined pricing structures for parking charges to further differentiate between off and on-street parking;**

● **More use of new traffic control technology to adjust density to road conditions and smooth out traffic flow.**

Whalley is severely warned

SKELMERSDALE-based operator Mr Frank Whalley - trading as Whalley Travel - has been given a severe warning about the maintenance of his vehicles.

And North Western traffic commissioner Mr Martin Albu, although prepared to increase his vehicle authorisation from two to three vehicles, only renewed Mr Whalley's international licence for a period of 18 months at a Manchester public inquiry.

DTp vehicle examiner Mr David Allcock said he had carried out a maintenance investigation in July, following the application to increase the vehicle authorisation and because there had been a number of complaints.

He examined three vehicles, issuing one delayed and two immediate prohibition notices. There were a total of 58 defects, four of which were immediately dangerous.

Mr Whalley had tried to avoid having the vehicles examined. One vehicle was displaying a licence disc which had expired in 1984. Mr Whalley had said that although that vehicle belonged to him, it was being operated by another operator carrying a private party.

The records showed that one vehicle had never been inspected and had travelled 16,000 miles since its acquisition in April. Inspection were carried out by Mr Whalley, who was not a time served fitter. The facilities of Stubbs Coaches were used, but Mr Whalley was only able to use them one day in every 28.

Stubbs had subsequently written to say they were withdrawing the use of their facilities. Mr Whalley had now entered a contract for the maintenance of the vehicles with Smiths Shearings Ltd and the vehicles were to be parked at that company's premises. A number of records were missing. They had been in Mr Whalley's car boot when he was involved in a serious accident.

Anonymous complaints proved to be unfounded.

Mr Allcock said there had been several anonymous complaints about Mr Whalley's operations, all of which proved to be unfounded.

Mr Whalley said he had been involved in a serious accident in January, when his car was struck by a train on an un-manned level crossing. As a result, he spent six weeks in hospital. He had only just been told that he could resume full-time employment.

During the period he was away from the business the vehicle condition slipped back. Despite that, two vehicles had been stopped at road side checks with no defects being found.

The vehicles would be run as if they were Shearing vehicles. Maintenance wise, he did not not touch the vehicles at all. He had a third vehicle which he wished to use, as he had obtained a contract from an existing customer which necessitated the use of three vehicles. He was not doing any international work apart from an ongoing school continental holiday.

It was not that he did not want to have the vehicles examined by the vehicle inspector, but he had had other things on his mind due to a family problem

Mr Albu commented that Mr Whalley was the CPC holder, so while he was out of action the business had been running without a CPC holder.

Questioned by Mr Albu, Mr Whalley said all his vehicles were currently taxed.

For Mr Whalley, Mr John Backhouse said he bought his road tax over the Post Office counter. The cheque in respect of one of the vehicles had never been presented. That was the reason the computer at Swansea showed the vehicle as not taxed.

Mr Whalley went and paid again in cash. He was never told of the situation as the Post Office had been hoping the cheque would turn up as it had been lost internally. There was a pending prosecution concerning permitting tachograph offences, and some of those matters were to be contested.

Mr Albu said since Mr Whalley had appeared at a previous public inquiry in 1984, the business had been satisfactorily run for a number of years. There was then a substantial deterioration in both vehicle condition and in the management of the business. That was understandable in the circumstances but not excusable.

Finally, Mr Albu said if there were any more unfounded anonymous complaints, he would very much like to know who was making them.

Weekly report on law and the coach operator By Michael Jewell

Operator wins licence renewal bid

CAERPHILLY - operator Mr Brian Kerslake - trading as Castell Coaches - has successfully applied to renew his licence, upgrading it to an international classification with an increase in vehicle authorisation.

Earlier in the year, Mr Kerslake, who was seeking to increase the authorisation to a total of two minibuses and six single deckers, was warned that he was 'in a whisker' of having his licence revoked because of maintenance problems.

At that time South Wales traffic commissioner Mr John Mervyn Pugh cut the duration of the then six vehicle licence (*Coachmart*, August 23).

For Mr Kerslake, Captain Norman Lloyd-Edwards told a Cardiff public inquiry there had been a revolution in the way the maintenance of the coaches had since been tackled and there had been a fleet inspection by DTp vehicle examiners in September, when everything was found to be in tip top condition.

Mr Kerslake now employed two full-time fitters and had got totally to grips with the problems he had. The business was expanding as people appreciated the cleanliness and smartness of his coaches. He had been asked to operate abroad and that was why he was seeking to change the licence to an international one.

Mr Mervyn Pugh said 'a little bird' had told him that Mr Kerslake was already operating abroad.

Denying that was so, Mr Kerslake said that on one occasion he had lent a coach to another operator who had used it abroad.

In reply to the commissioner, Mr Kerslake said he proposed to keep the Freight Transport Association on to monitor his maintenance standards. He had found that the maintenance system recommended by the traffic area to be first class, and he would retain it as long as he was operating coaches.

Granting the application, Mr Mervyn Pugh said Mr Kerslake was a credit to the traffic area and himself. He commented that it was quite remarkable the number of operators who had come back before him and said the maintenance system suggested by the traffic area worked.

No more for Moore

EASTERN traffic commissioner Brigadier Compton Boyd has refused an application by F C Moore Ltd, of Saffron Walden, Essex. to increase the authorisation on the company's national licence from seven to nine vehicles.

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1982 LEYLAND TIGER 245 ZF, Telma, Plaxton V Supreme, 53 recliners, double glazed, curtains **£27,950**

1981 LEYLAND TIGER SEMI AUTO, Plaxton Supreme V, 53 recliners, choice of 2 (1 re-trimmed) **£23,950**

All prices subject to VAT.

Year quoted is date of registration, which is not necessarily the year of make or manufacture.

For further details phone David Waterman on

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WANT to find out about Europe's largest collection of Hockney artwork, or the world's only Sooty Museum? Then get hold of Bradford's new 1991 Travel Manual.

The guide will tell you everything you need to know about the Yorkshire city including accommodation and conference facilities.

The 80-page book is packed with information including details of coach parks, scenic routes and restaurants catering for groups... and even suggests itineraries.

Bradford tourism officer Maria Glott: 'Coach operators, tour operators, group organisers and others have found the travel manual invaluable.

'The travel manual gives the latest information about Bradford's many attractions, and includes new sections on education and speciality shopping, so people can find out where to cash in on cashmere or go Asian shopping.

'It is a complete guide in itself to the Bradford district - from Bronte country to Emmerdale Farm locations - but if anyone needs more information, or help in putting together a visit, they should contact us at Visitor's Bradford.'

Copies of the travel manual are available free of charge to the travel trade from Visitor's Bradford, Bradford Enterprise Service, City Hall, Bradford BD1 1HY (Tel: 0274 753787 or 752179).

Tourist industry told to improve

ENGLAND'S tourism industry has been urged to 'get its act together' to provide quality at all levels.

William Davis, chairman of the English Tourist Board, called for more effort at the ETB's recent 'England for Excellence' awards ceremony in London.

He warned: 'Some people in our industry have yet to come to terms with the reality of the 1990s - that customers have become more discerning, that they demand higher standards than in the past, and will go elsewhere if we fail to live up to their expectations. It's up to the industry to get its act together.'

Lord Forte, chairman of Trusthouse Forte, received the highest accolade by winning the long term contribution to tourism award and was presented with a bronze 'Leo' statuette by Mr Davis and TV personality Judith Chalmers.

This year, the ETB introduced a new 'green' award for attractions helping to conserve and enhance the environment and a 'tourism for all' award to encourage initiatives to help disabled and disadvantaged people. These were won by Center Parcs, of Newark, and Dobwalls Family Adventure Park, of Liskeard, Cornwall, respectively.

Other winners included Eastbourne, resorts award; Stoke-on-Trent, cities award; and Butlin's Holiday Worlds, holiday and travel company of the year.

DTp going in the wrong direction

THE North West Tourist Board has protested to the Department of Transport about proposed changes in the tourism signposting policy which will make it more difficult for tourist attractions to have directional signing.

It says plans to increase visitor number criteria from 150,000 to 300,000 for signs on motorways will have a damaging effect on several major attractions and create anomalies as some attractions already signposted do not meet this requirement.

The authority wants decisions on signposting left to the regional tourist boards working in conjunction with local highway authorities.

Efteling looks for more visitors

EFTELING, Holland's Enchanted Family Leisure Park, opens for the new 1991 season on March 28.

The attraction is Europe's largest family leisure park and attracted 2.5 million visitors this year.

With a steady increase in visitors from Britain, it is poised to become as popular with British tourists as it is with the rest of Europe.

Both Olau Line and Sally Ferries have joined forces to produce a choice of packages for coach operators from weekend to four day trips.

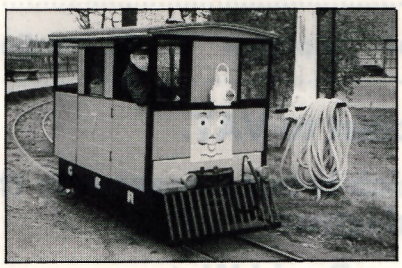
A marketing support kit is available to operators free of charge. *Call 0242 260960 for further information.*

Efteling: opens for business on March 28, 1991

'Toby' makes his debut

BRESSINGHAM Steam Museum is introducing a new attraction to its narrow gauge railways this Christmas.

It's a replica of a Great Eastern Class G15 Tram Engine - the model for 'Toby The Tram' in the Rev Awdry's 'Thomas The Tank' series of books.



Bressingham's new Tram Engine: a 'Thomas The Tank' star.

The two foot gauge machine was originally used on the Wisbech to Upwell Tramway situated near the Rev Awdry's Emneth home.

It will appear at Bressingham near Diss, Norfolk, on Sundays December 2, 9 and 16.

Ring 037 988 382/386 for details.

Cromwell's old house is opened

OLIVER Cromwell's house at Ely in Cambridgeshire is opening as a tourist attraction with a themed information centre.

The building - near Ely Cathedral - will be officially opened by the Duke of Gloucester on December 6 following its £300,000 restoration by East Cambridgeshire District Council.

The Lord Protector lived in the building in the mid 17th Century, but its history dates back a further 450 years.

Council development manager Timothy Aldworth said: 'Ely Cathedral has always been a major draw for tourists, attracting an estimated 200,000 visitors annually. The facilities of this new centre will now provide a focal point for many other attractions in the district.

'Ely can now offer a really worthwhile day out and help ease the overstretched tourist resources of nearby Cambridge City.'

The Ely Tourist Information Centre and Oliver Cromwell's house will be open all year round. Admission to the house will be £1 adults, 50p children.

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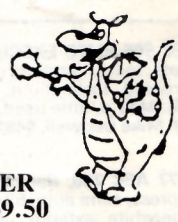

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760 Plaxton, MkIV front, 53 seats, power door, test to Nov '91.

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New test, 53 seater, exterior blue and maroon, red moquette, radio, ZF gearbox.

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49 + courier seats, 12 months MoT, TV, video, fridge, hot drinks machine, toilet, driver's bunk, Webasto, full reclining seat, very good all round condition. Owner driver.

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1985 'B' reg LEYLAND TIGER 245 DUPLE CARIBBEAN II

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Berks

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D/B = Disc Brakes Front
T/W = Water Toilet (D = Demountable)
T/V = TV/Video In Coach Entertainment
R/P = Radio/PA
L/L = Lift and Lower Device
ABS = Anti Brake Skid System
S(c) = Seats — Recliners including Courier
S/R = Driver's Sleeping Room
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C/D = Continental Door
S/F = Special Fitments — can include Kitchen, Microwave, Hot Cupboard, Sinks, etc.
Seats — can include Tables, Footrests, etc.
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1976 VOLVO AILSA, 79 seats, Alexander body, power steering, single entrance. Test expired 19-7-91.
1976 VOLVO AILSA, 79 seats, Alexander body. power steering, single entrance. Test expired 15-6-91.
1976 VOLVO AILSA, 79 seats, Alexander body, power steering, single entrance. Test expired 29-1-91.
1976 VOLVO AILSA, 79 seats, Alexander body, power steering, single entrance. Test expired.
1976 VOLVO AILSA, 79 seats, Alexander body, power steering, single entrance. Test expired 16-1-91.

CHEAP DOUBLE DECKERS

3 X 1972 LEYLAND ATLANTEANS, 78 seats, Alexander bodies. Tests expired.
1972 LEYLAND ATLANTEAN, 76 seats, East Lancs body. Test expired.
2 X 1977 BRISTOL VRT SL3, Gardner 180 engines, Northern Counties bodies, 74 seats. Tests expired.
1976 BRISTOL VRT SL3, Gardner 180 engine, ECW body, 74 seats. Test expired.

COACHES

1979 LEYLAND LEOPARD, Plaxton Supreme body, 53 seats. Test 13-12-90.
1977 LEYLAND LEOPARD, Plaxton Supreme body, 53 seats. Test 18-10-91.
1979 BEDFORD YMT, Plaxton Supreme 4 body, 53 seats. Test 9-2-91.

1976 VOLVO AILSA, 79 seats, Alexander body, power steering, single entrance. Test expired.
1976 VOLVO AILSA, 79 seats, Alexander body, power steering, single entrance. Test expired 31-1-91.
1976 VOLVO AILSA, 79 seats, Alexander body. power steering, single entrance. Test expired 14-3-91.
1976 VOLVO AILSA, 79 seats, Alexander body, power steering, single entrance. Test expired 8-2-91.
1976 VOLVO AILSA, 79 seats, Alexander body, power steering, single entrance. Test expired 30-1-91.
1976 VOLVO AILSA, 79 seats, Alexander body, power steering, single entrance. Test expired 25-2-91.
1976 VOLVO AILSA, 79 seats, Alexander body, power steering, single entrance. Test expired 9-4-91.
1975 LEYLAND ATLANTEAN, Northern Counties body, 75 seats, power steering. Test expired.
1977 LEYLAND ATLANTEAN, Northern Counties body, 75 seats, power steering. Test expired.
1975 LEYLAND ATLANTEAN, Northern Counties body, 75 seats, power steering. Test expired.
1975 LEYLAND ATLANTEAN, Northern Counties body, 75 seats, power steering. Test 29-4-91.
1976 LEYLAND ATLANTEAN, Northern Counties body, 75 seats, power steering. Test 7-12-90.
1977 LEYLAND ATLANTEAN, Northern Counties body, 75 seats, power steering. Test 8-12-90.
2 X 1976 LEYLAND ATLANTEANS, ECW bodies, 74 seats, power steering. Tests expired.

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1979 10.3M LEYLAND NATIONAL. Test 3-11-90. 44 seats.
1979 10.3M LEYLAND NATIONAL. Test 31-7-91. 44 seats.
1979 10.3M LEYLAND NATIONAL. Test expired. 44 seats.
1979 10.3M LEYLAND NATIONAL. Test 19-11-90. 44 seats.
1973 11.3M LEYLAND NATIONAL. Test expired. 49 seats.
1976 11.3M LEYLAND NATIONAL. Test expired. 49 seats.

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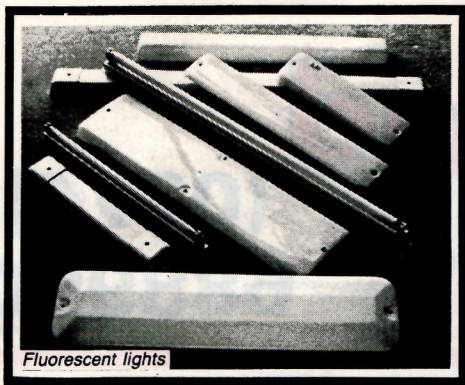
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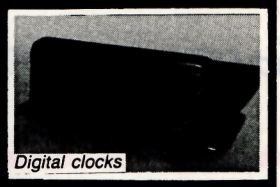
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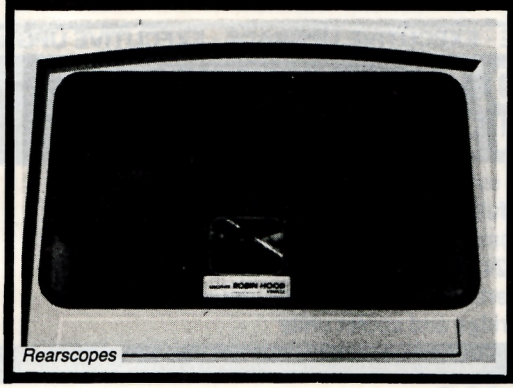
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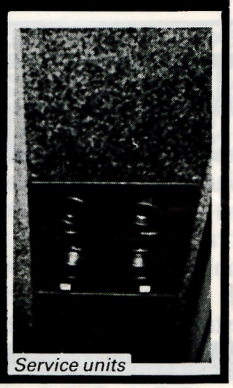
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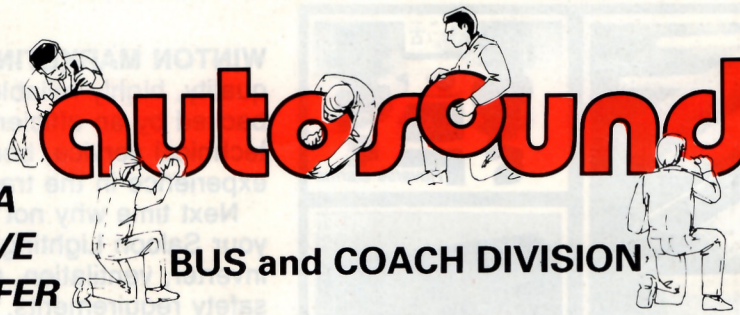

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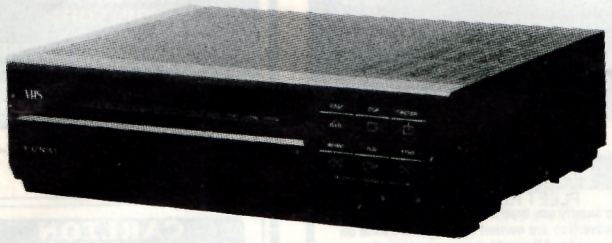

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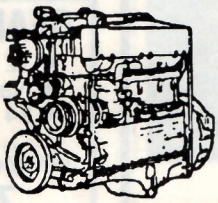

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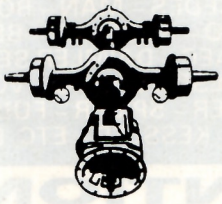

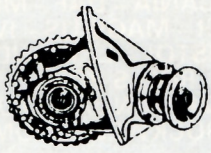

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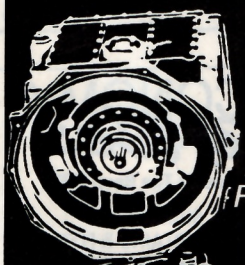

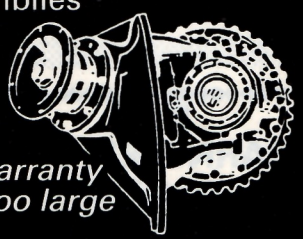

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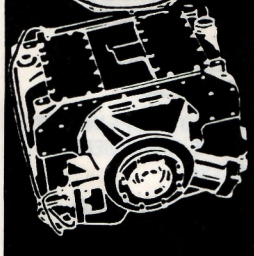

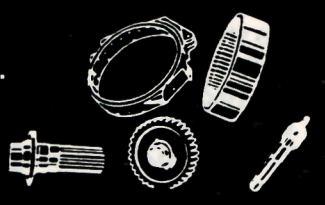

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SYT South Yorkshire's Transport

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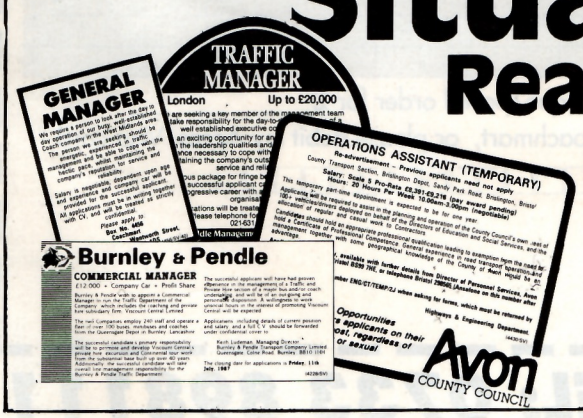

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minimum 25 words			
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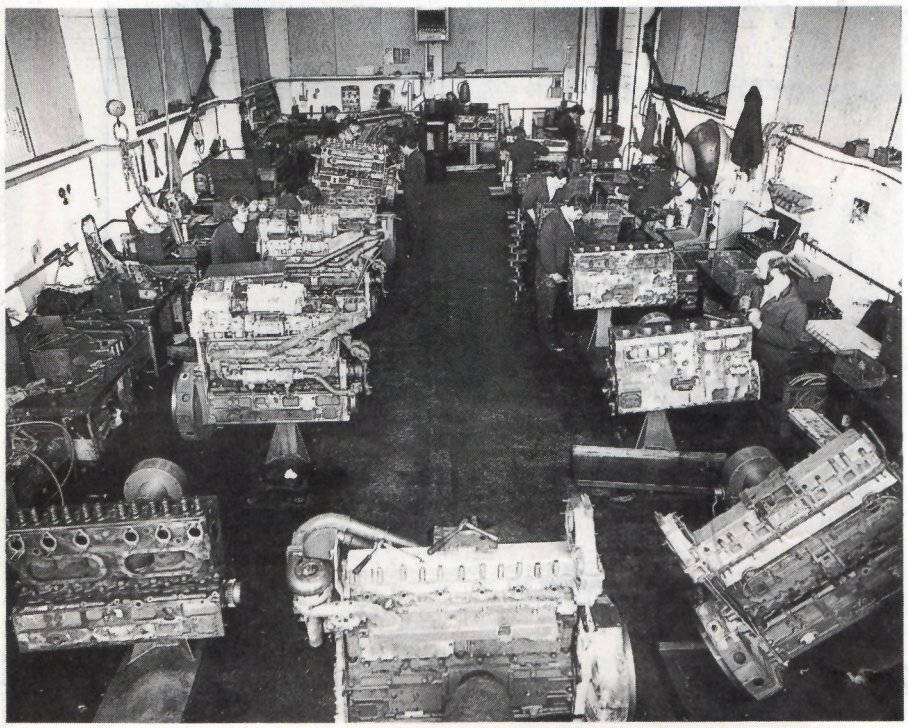

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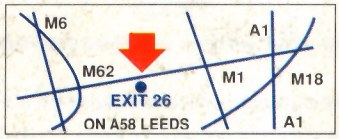

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